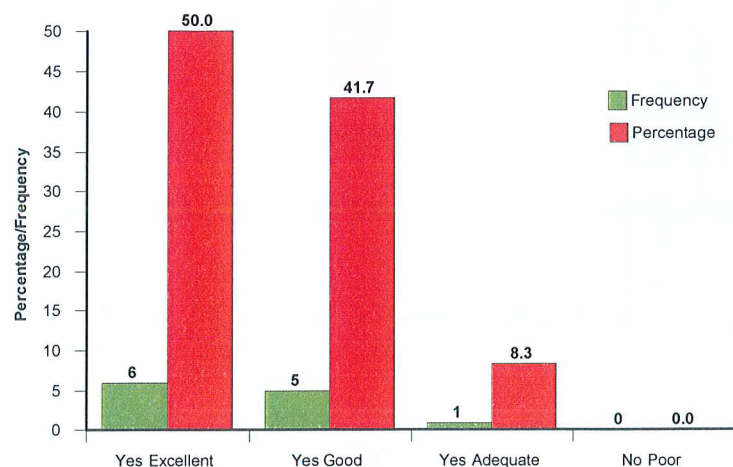
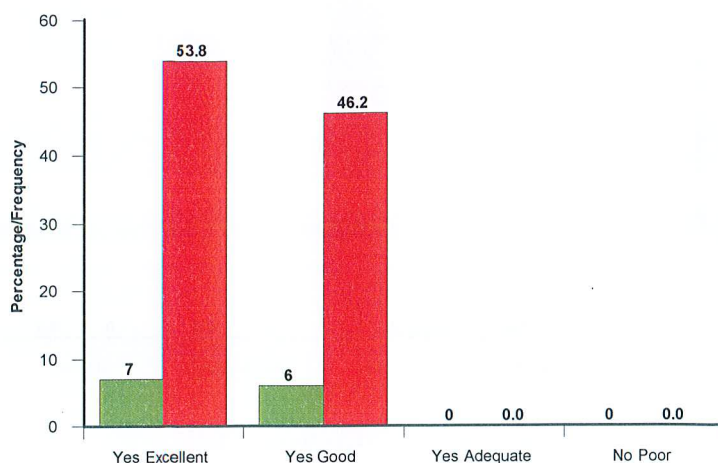


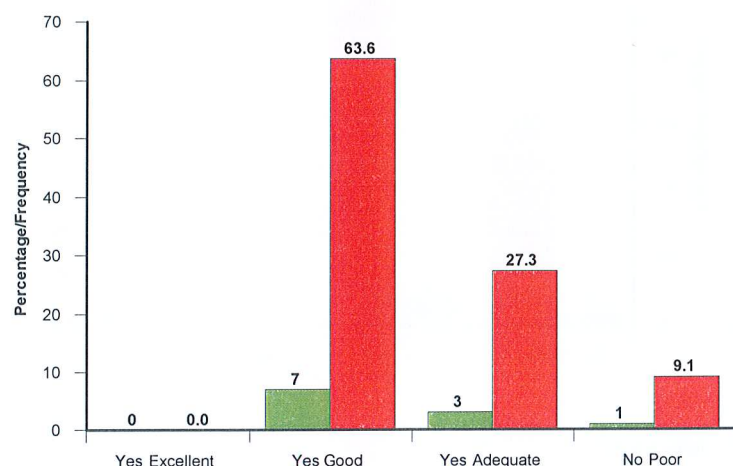
What is your overall impression of the Council's Cemeteries and Crematoria Services?



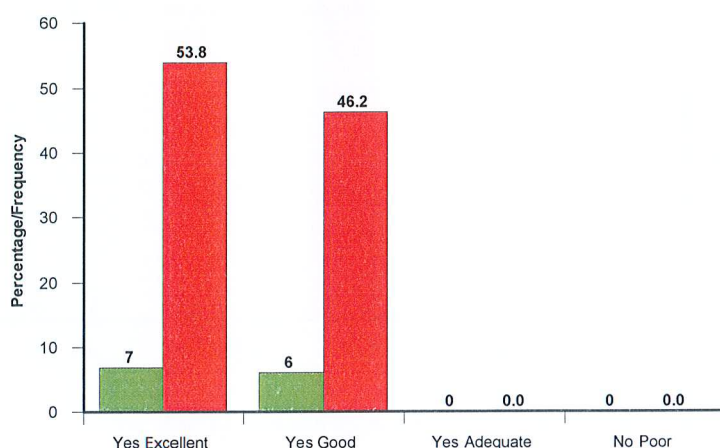
Did you find the Council's staff to be helpful and courteous?



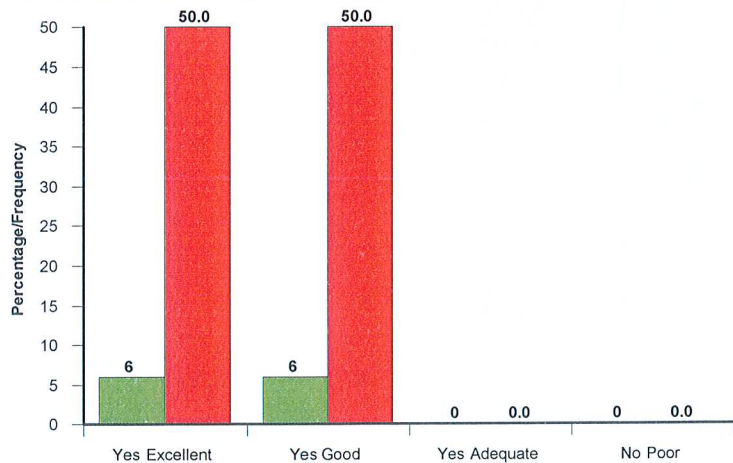
Do you consider the Council's charges to be reasonable in relation to the overall cost of the funeral?



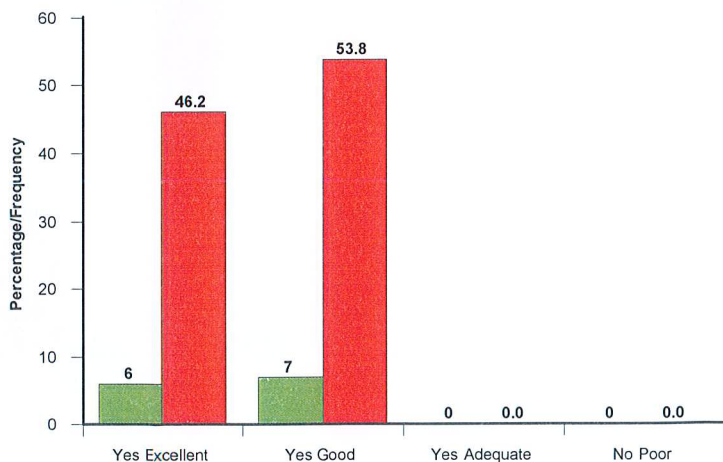
Have you found the Cemetery/Crematorium employees dressed appropriately for the service that is being provided?



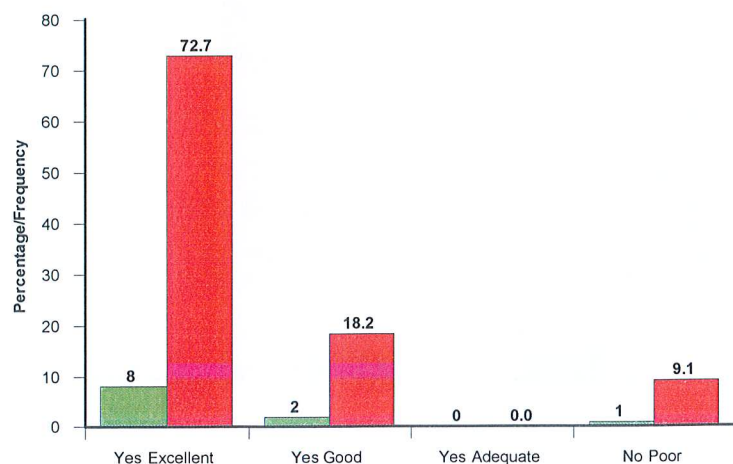
Was the service provided at the time and place you specified?



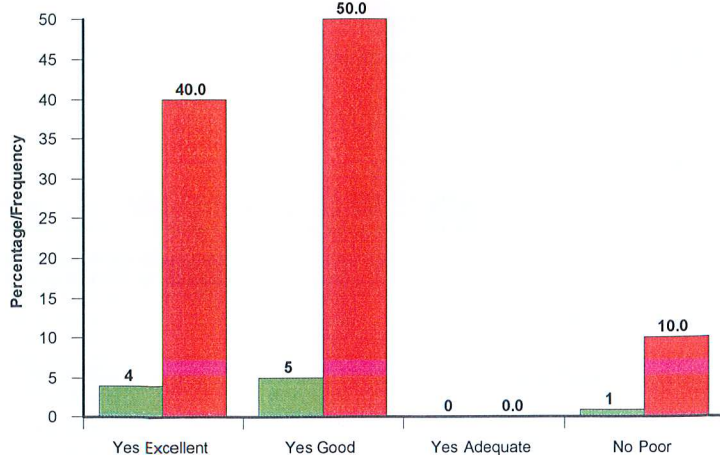
Was the literature provided clear and understandable?



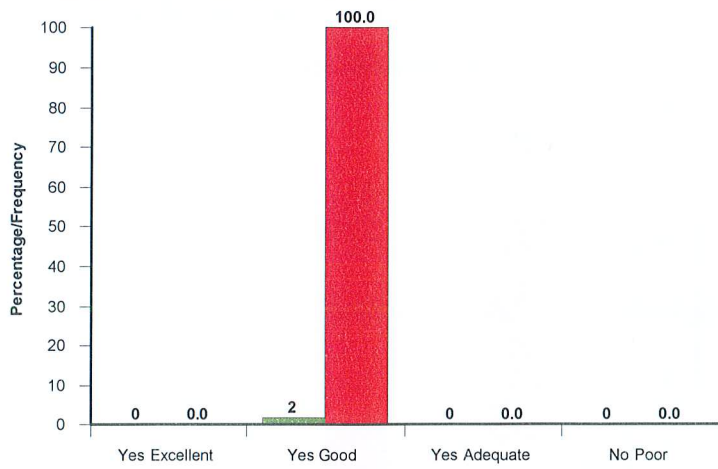
Was the grave preparation to your satisfaction?



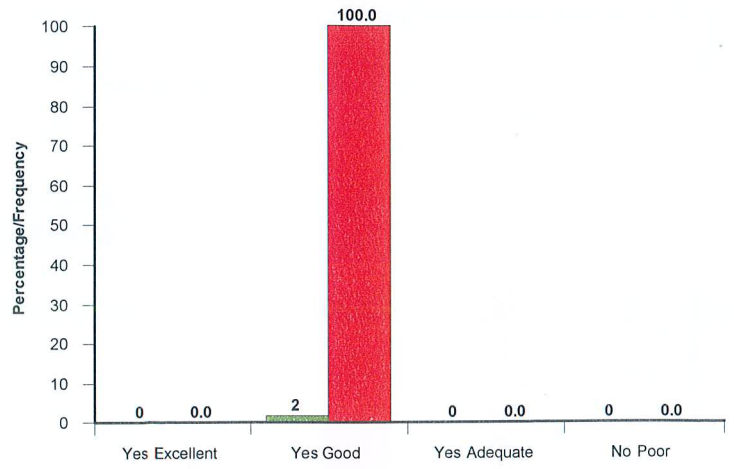
What do you think of the standard of grounds maintenance in the City Cemeteries?



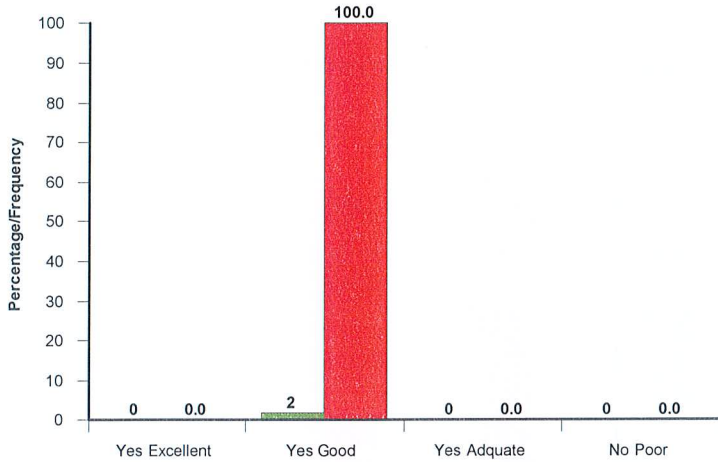
Were you satisfied with the cleanliness and appearance of the Crematorium Chapel?



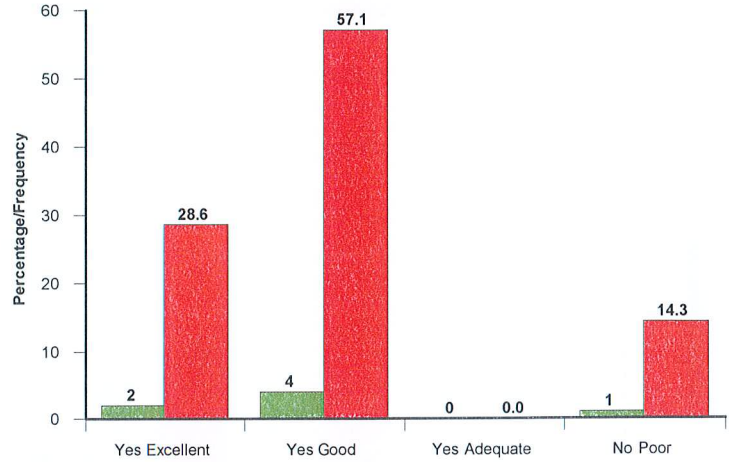
Were there ample service and hymn books available in the Chapel?



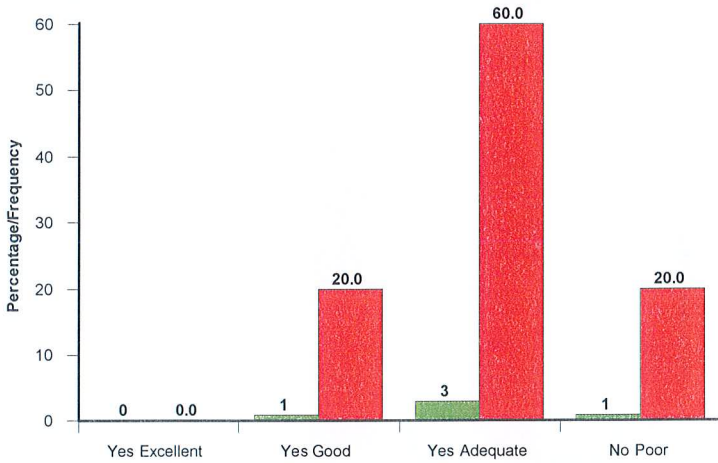
What do you think of the standard of the grounds at the Crematorium?



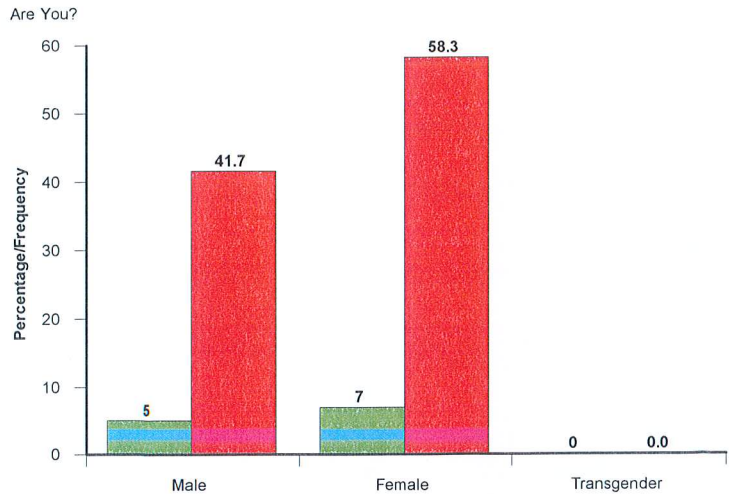
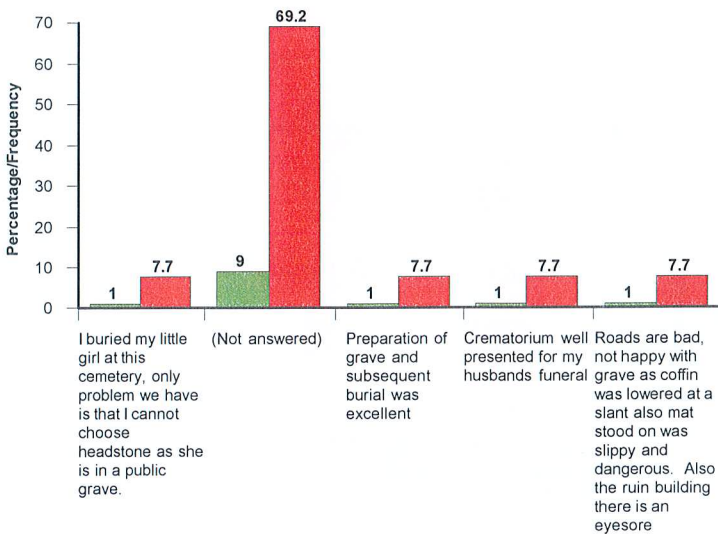
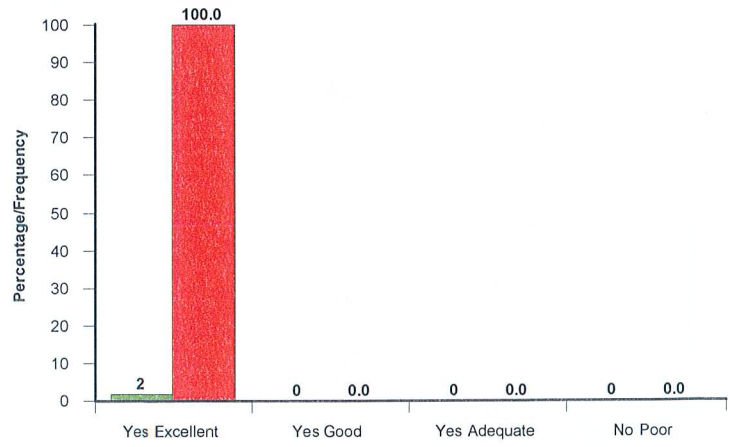
What do you think of the Council's memorialisation schemes (e.g. plaques, kerbs)?



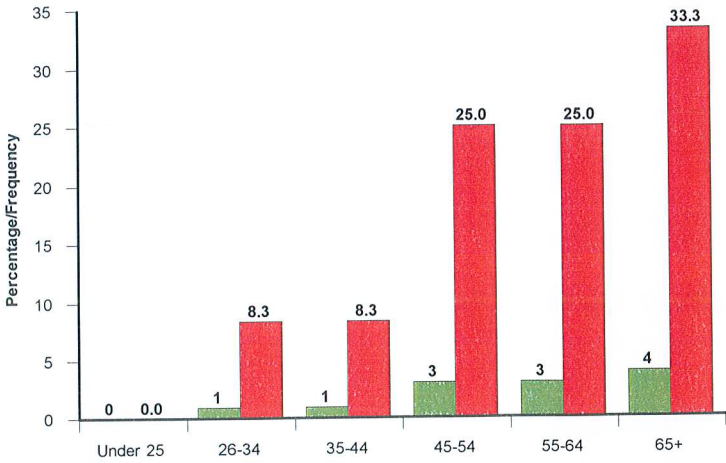
Do you consider the charges for memorialisation schemes to be reasonable?



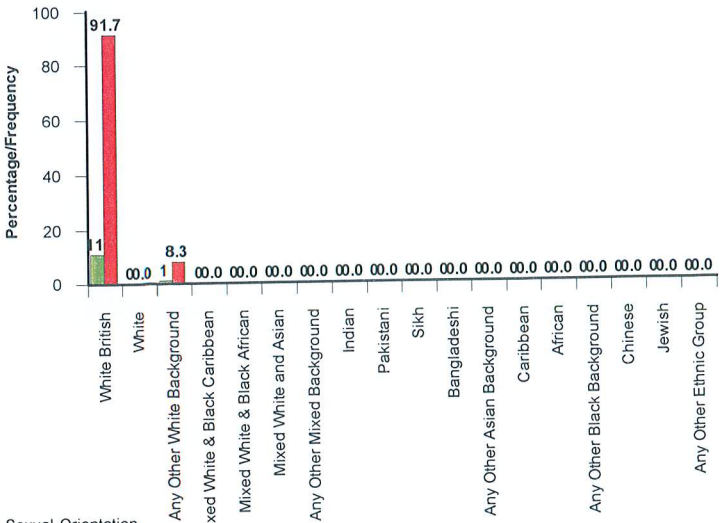
Are you satisfied with the choice of cremation memorials provided? If no, please provide further details overleaf



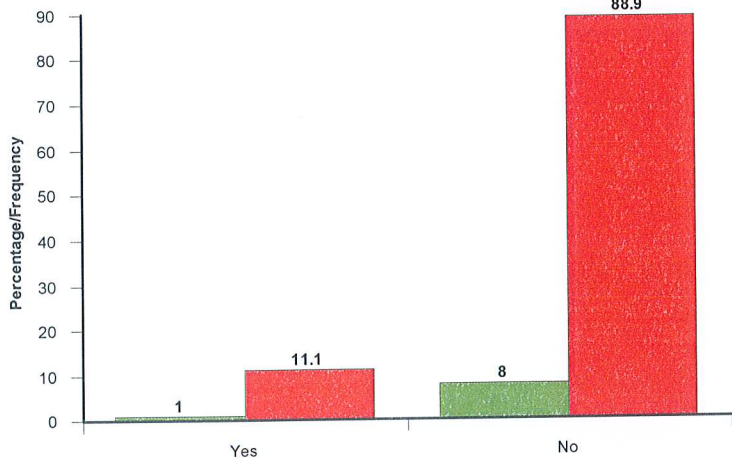
Which of the following age categories do you fit into?



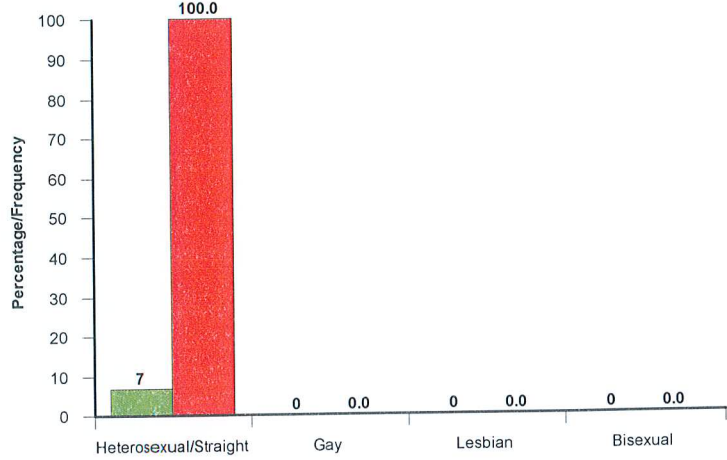
Ethnic Origin



Do you have a Disability



Sexual Orientation





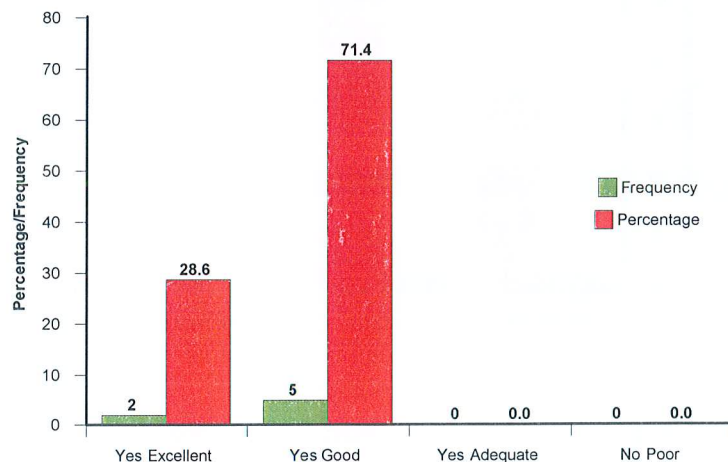


# KINGS NORTON CEMETERY

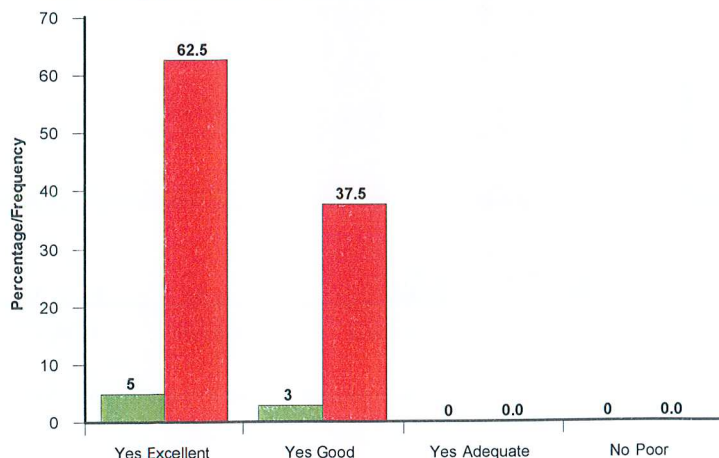
## 8 Questionnaires Returned

Ref: KNOR0413  
30th June 2013

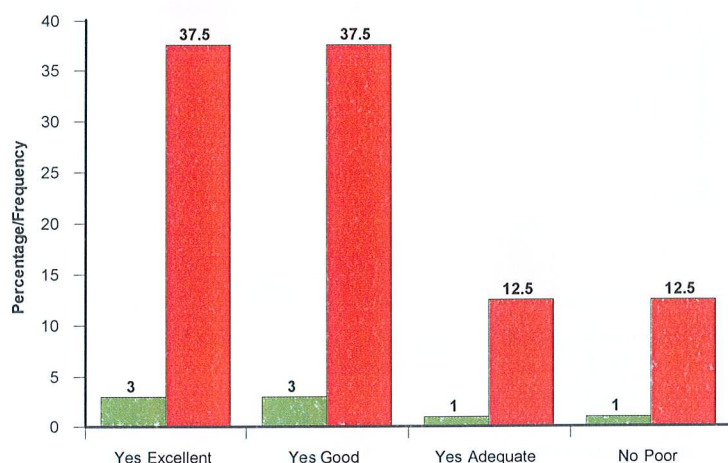
What is your overall impression of the Council's Cemeteries and Crematoria Services?



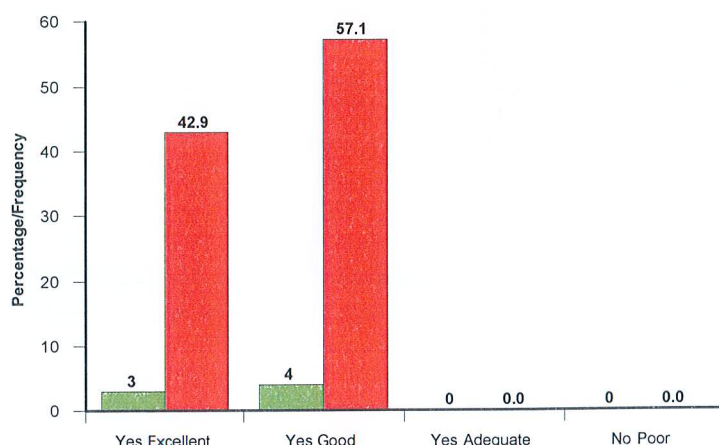
Did you find the Council's staff to be helpful and courteous?



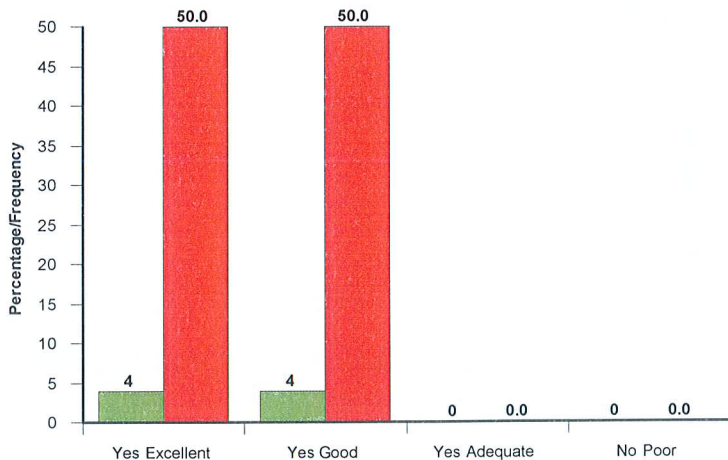
Do you consider the Council's charges to be reasonable in relation to the overall cost of the funeral?



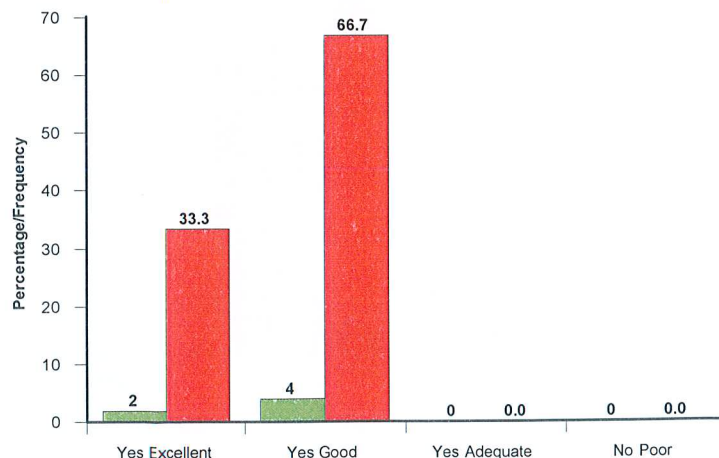
Have you found the Cemetery/Crematorium employees dressed appropriately for the service that is being provided?



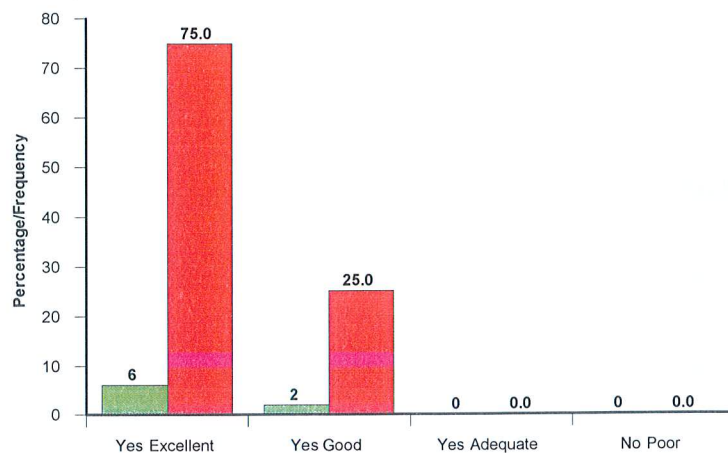
Was the service provided at the time and place you specified?



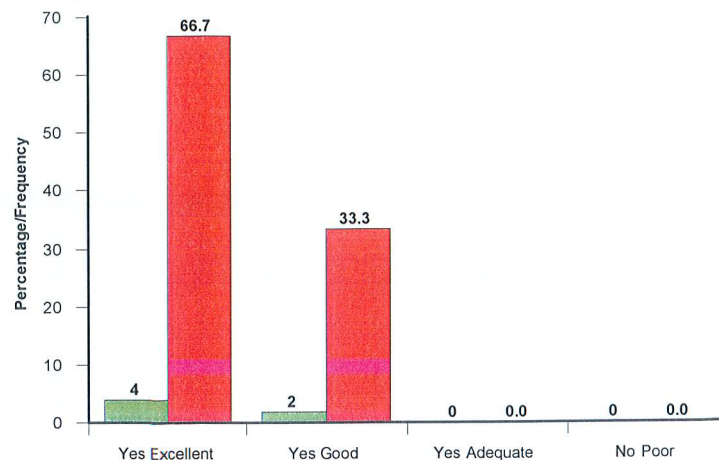
Was the literature provided clear and understandable?



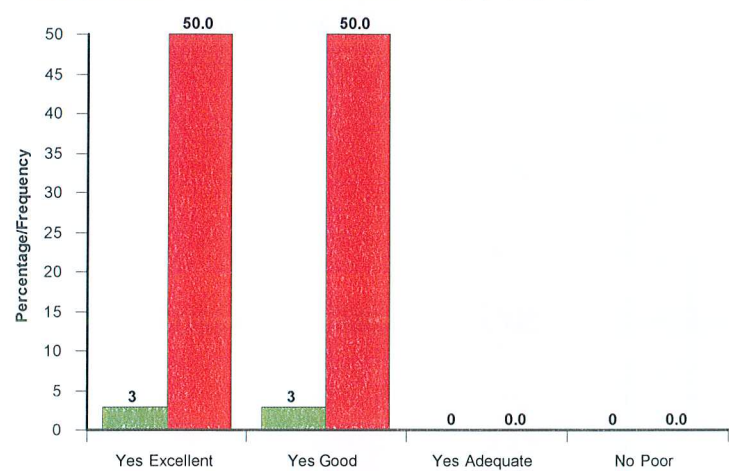
Was the grave preparation to your satisfaction?



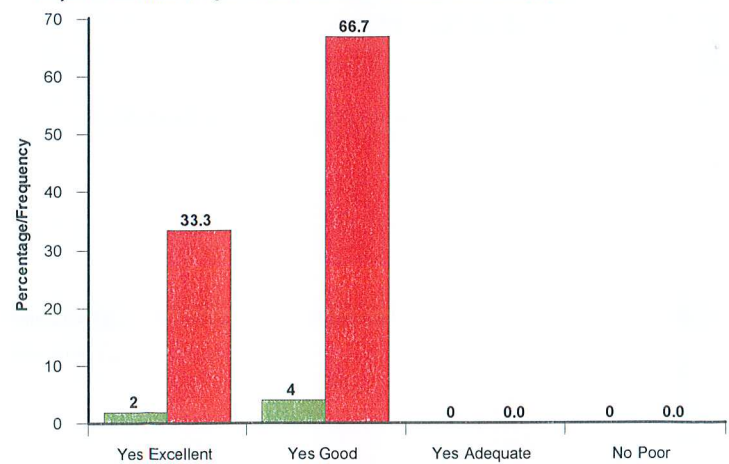
What do you think of the standard of grounds maintenance in the City Cemeteries?



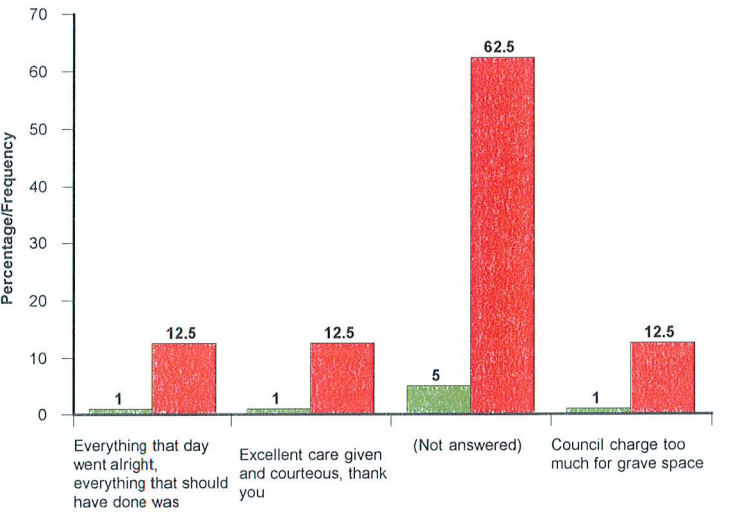
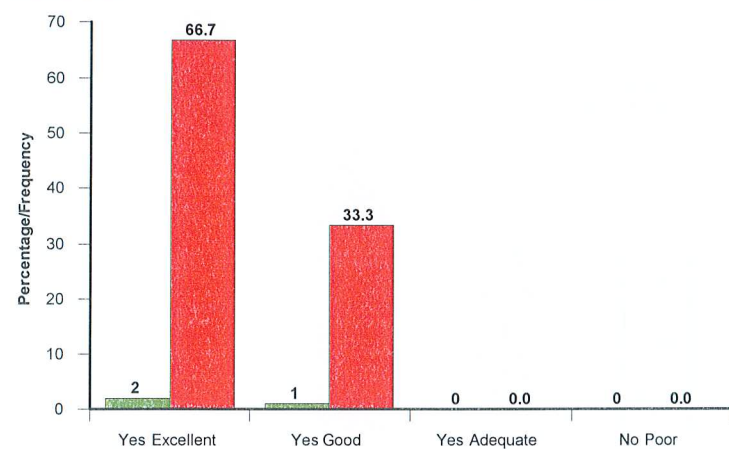
What do you think of the Council's memorialisation schemes (e.g. plaques, kerbs)?



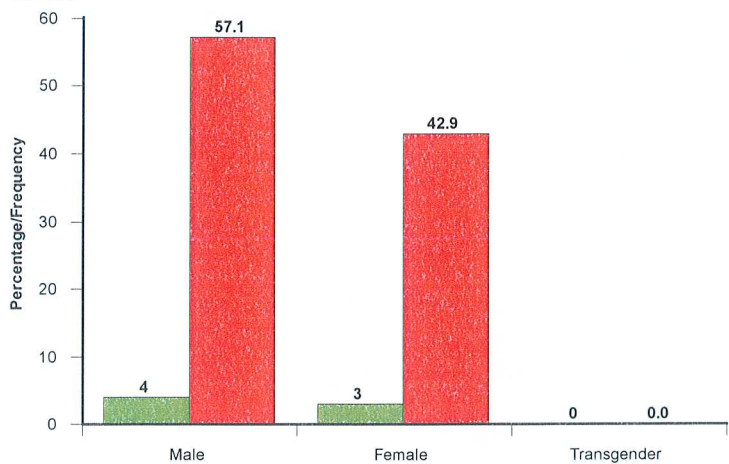
Do you consider the charges for memorialisation schemes to be reasonable?



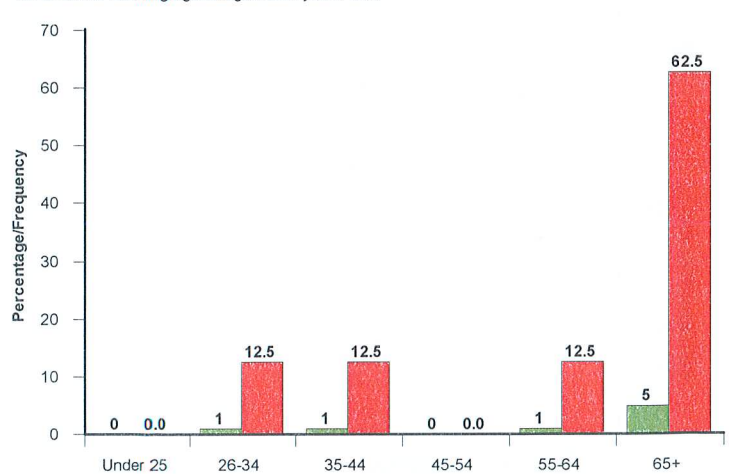
Are you satisfied with the choice of cremation memorials provided? If no, please provide further details overleaf



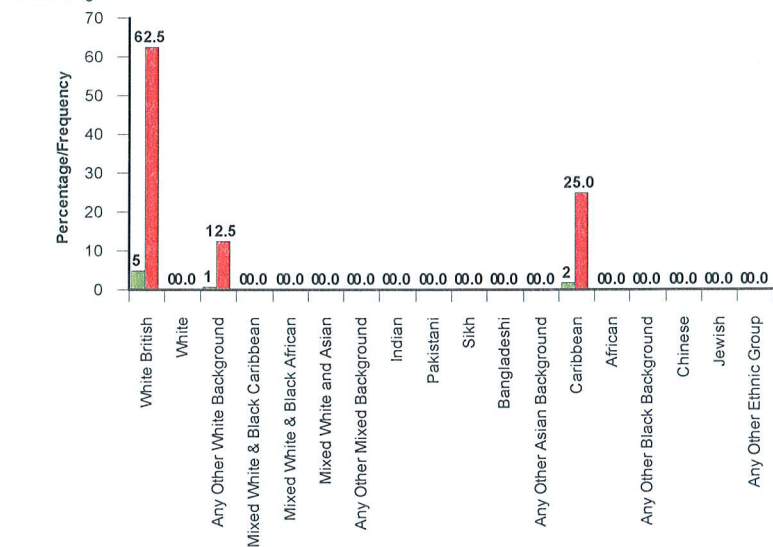
Are You?



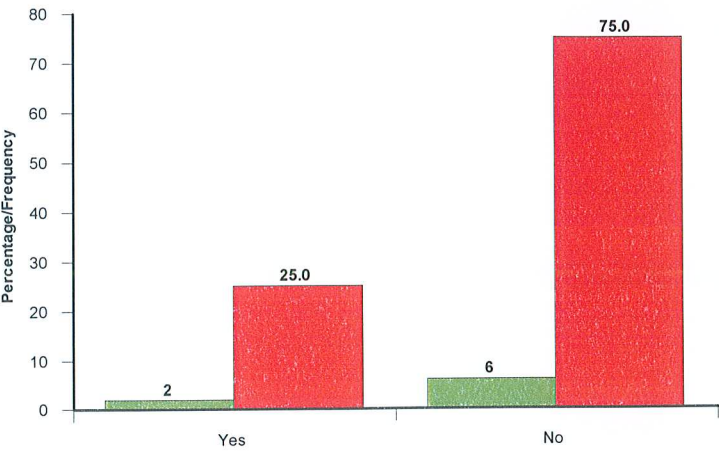
Which of the following age categories do you fit into?



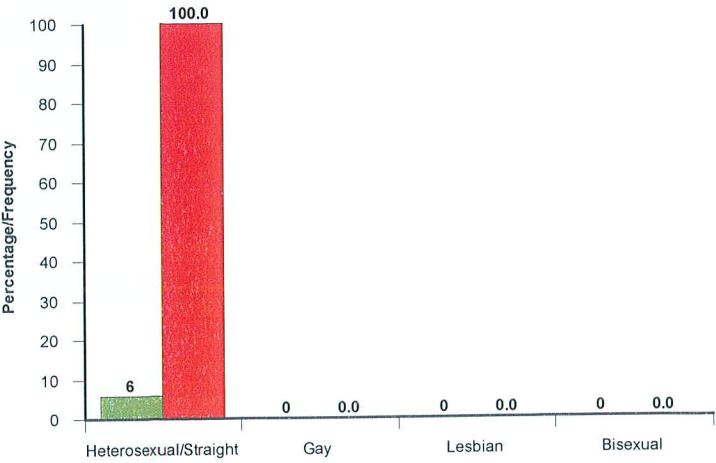
Ethnic Origin



Do you have a Disability



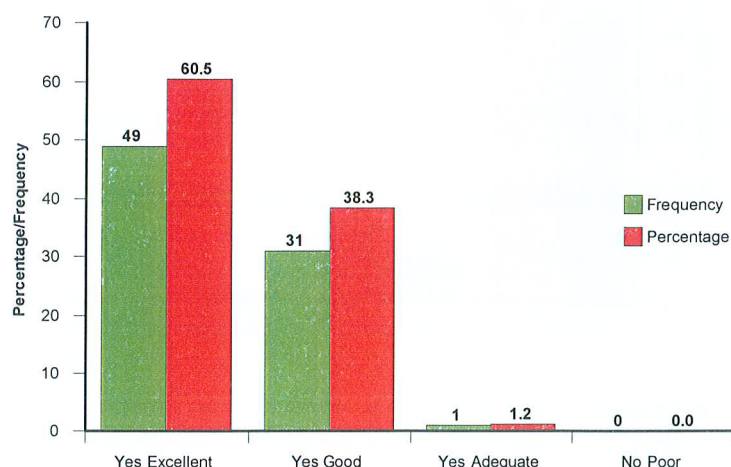
Sexual Orientation



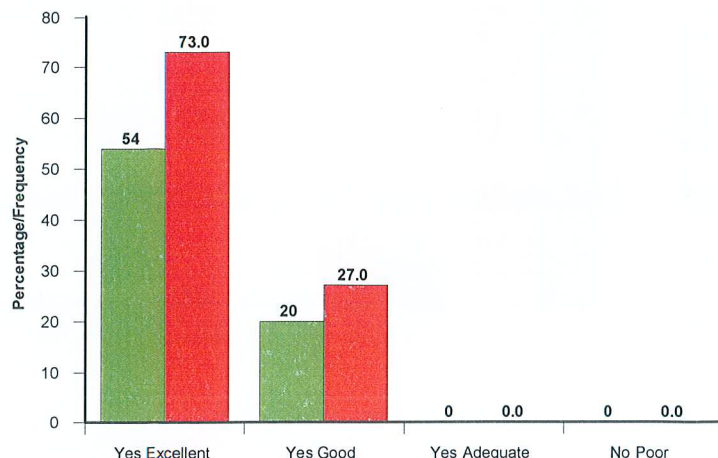




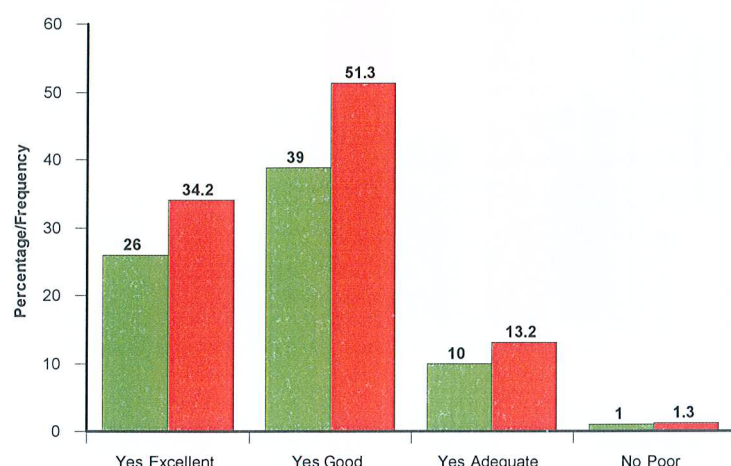
What is your overall impression of the Council's Cemeteries and Crematoria Services?



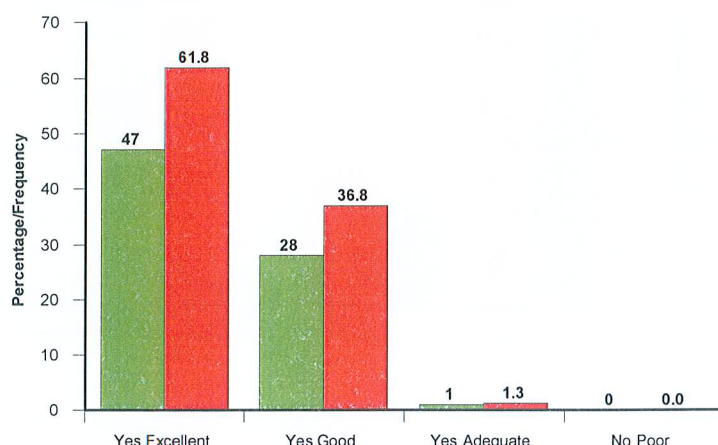
Did you find the Council's staff to be helpful and courteous?



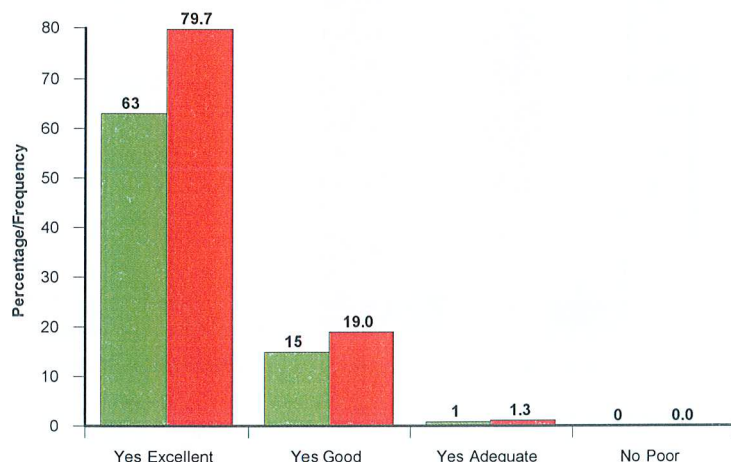
Do you consider the Council's charges to be reasonable in relation to the overall cost of the funeral?



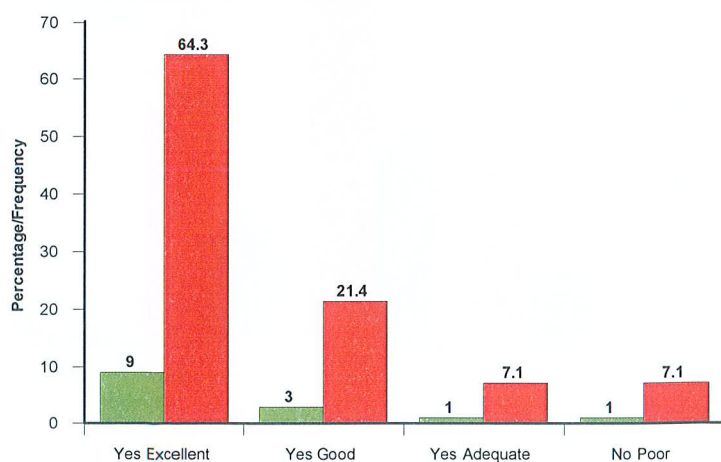
Have you found the Cemetery/Crematorium employees dressed appropriately for the service that is being provided?



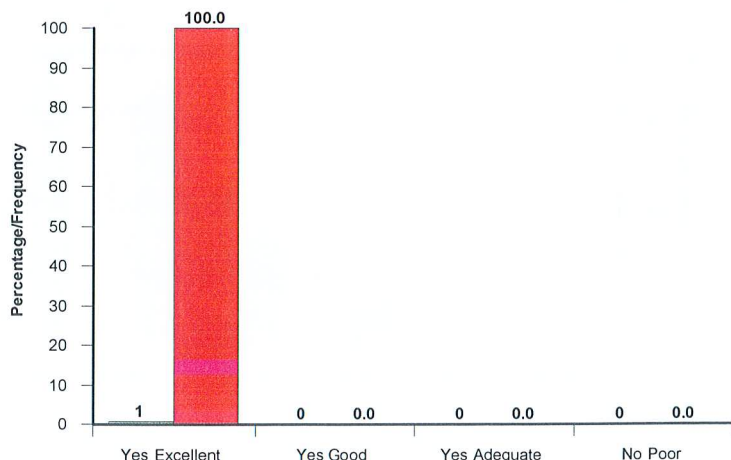
Was the service provided at the time and place you specified?



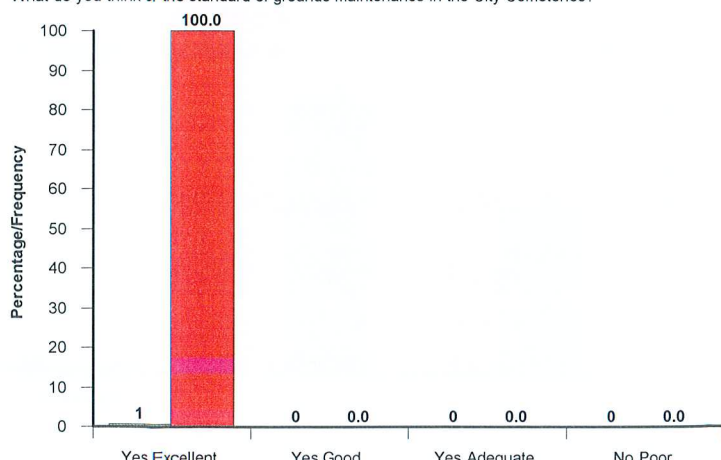
Was the literature provided clear and understandable?



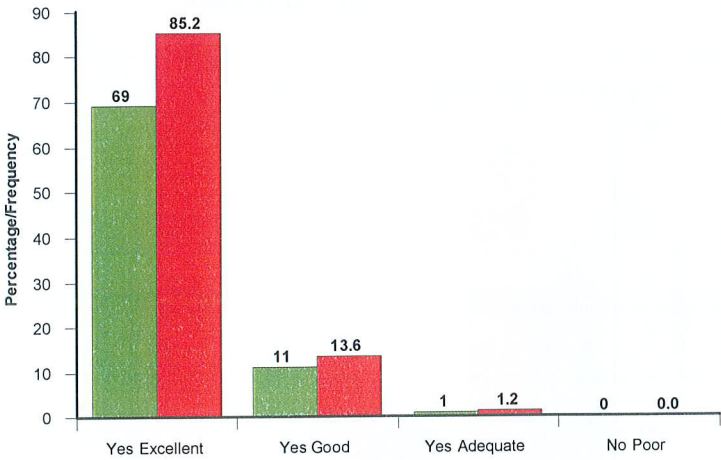
Was the grave preparation to your satisfaction?



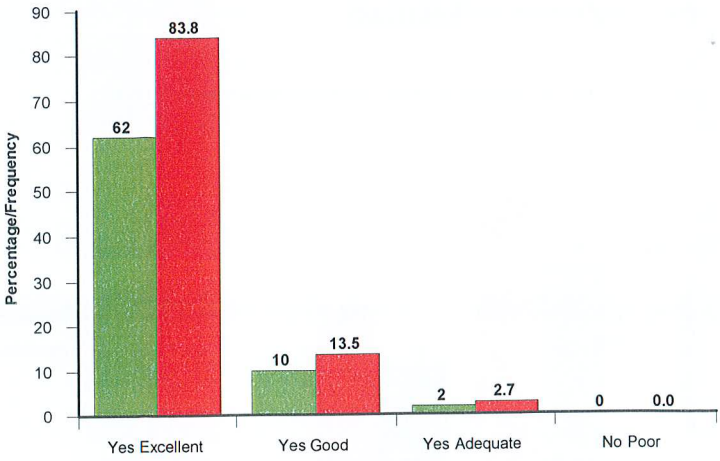
What do you think of the standard of grounds maintenance in the City Cemeteries?



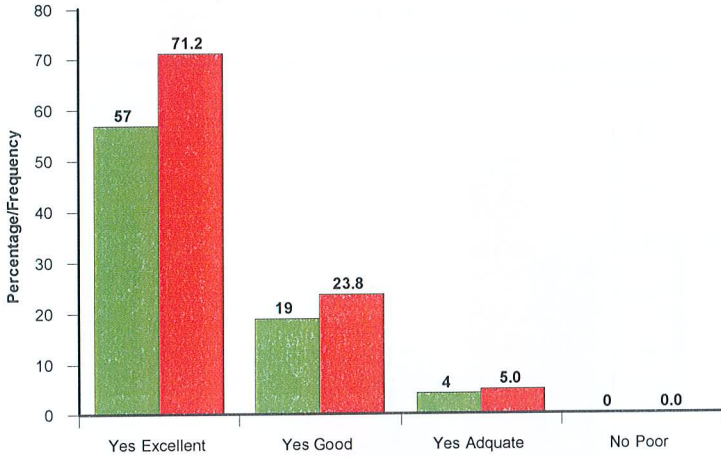
Were you satisfied with the cleanliness and appearance of the Crematorium Chapel?



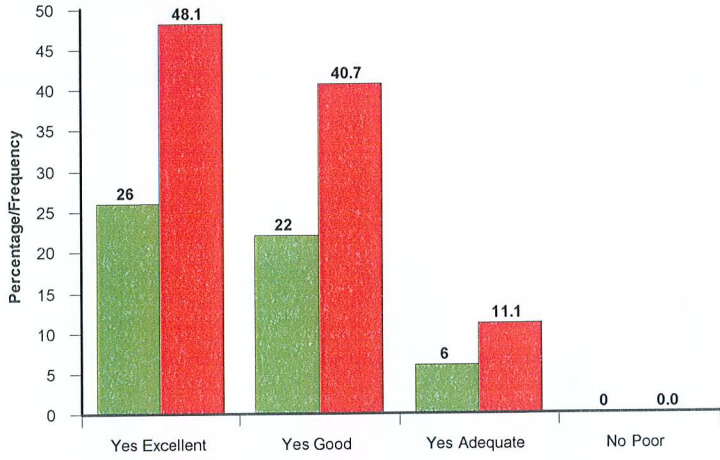
Were there ample service and hymn books available in the Chapel?



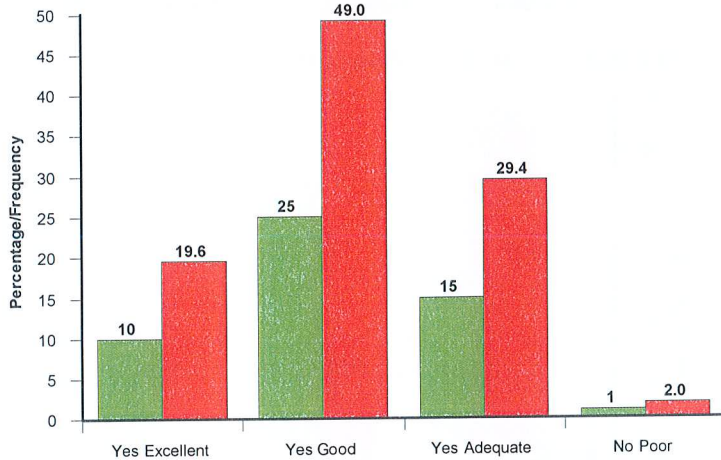
What do you think of the standard of the grounds at the Crematorium?



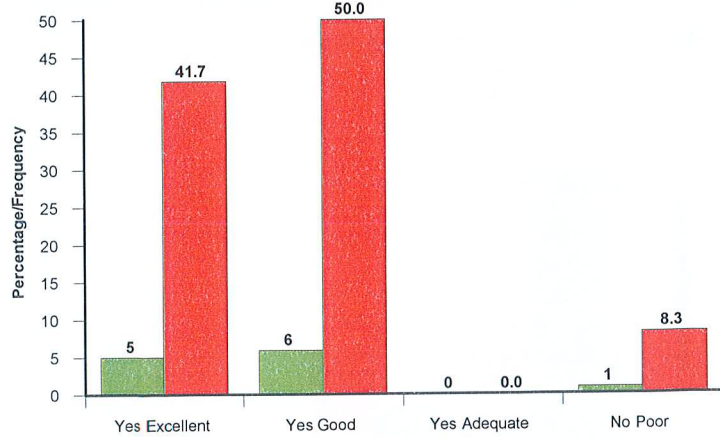
What do you think of the Council's memorialisation schemes (e.g. plaques, kerbs)?



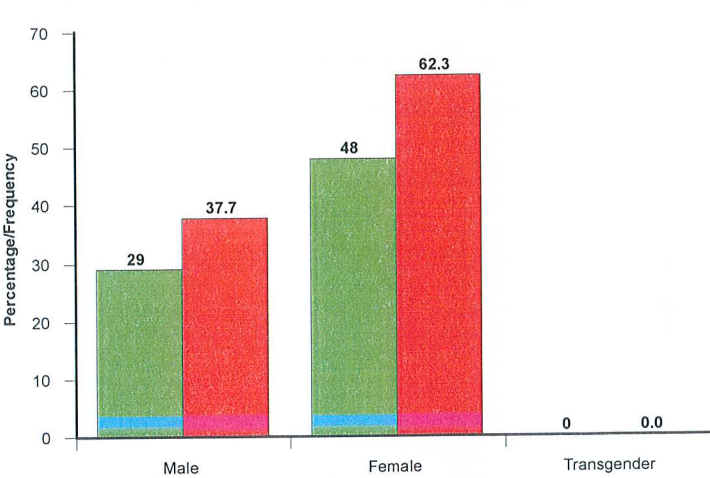
Do you consider the charges for memorialisation schemes to be reasonable?



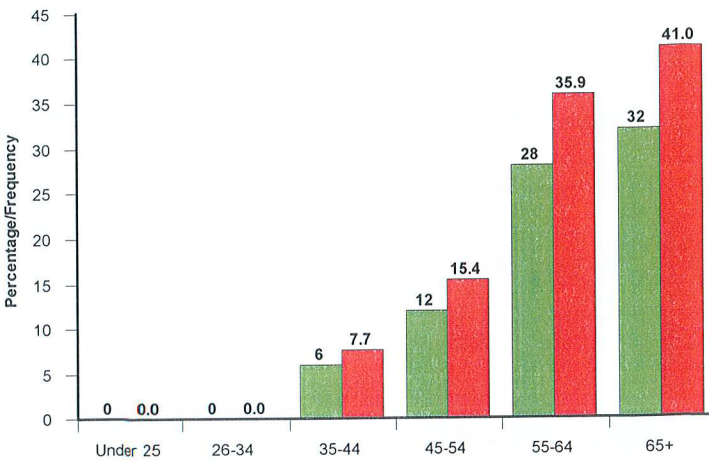
Are you satisfied with the choice of cremation memorials provided? If no, please provide further details overleaf



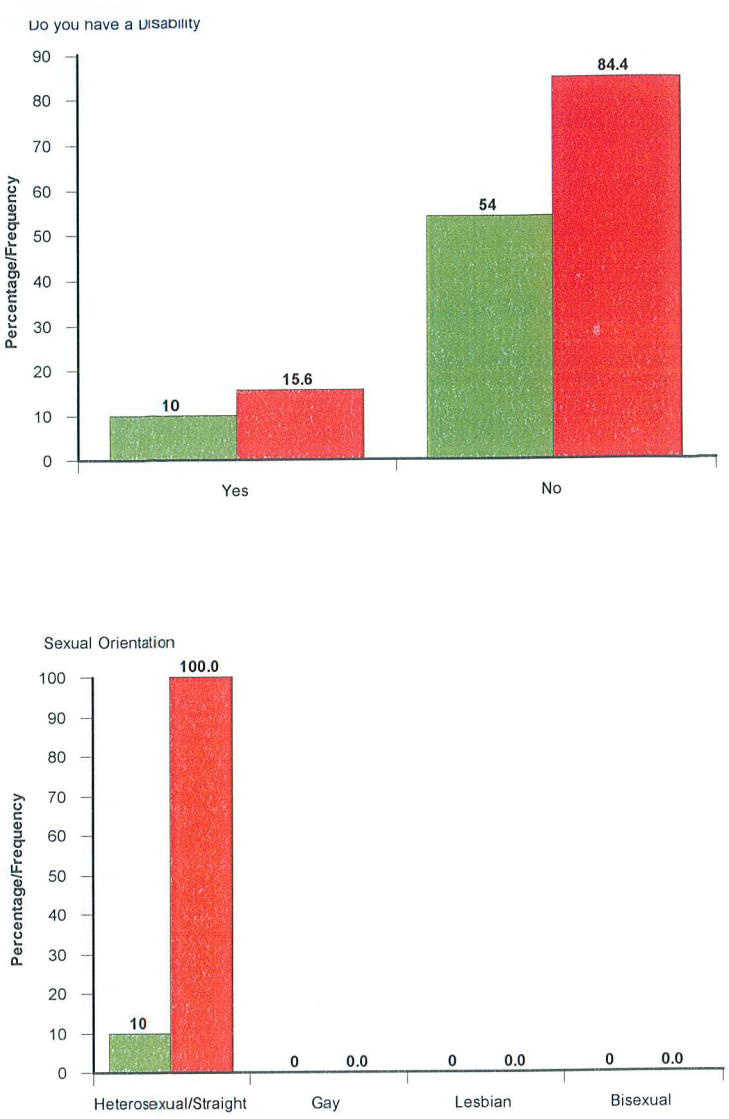
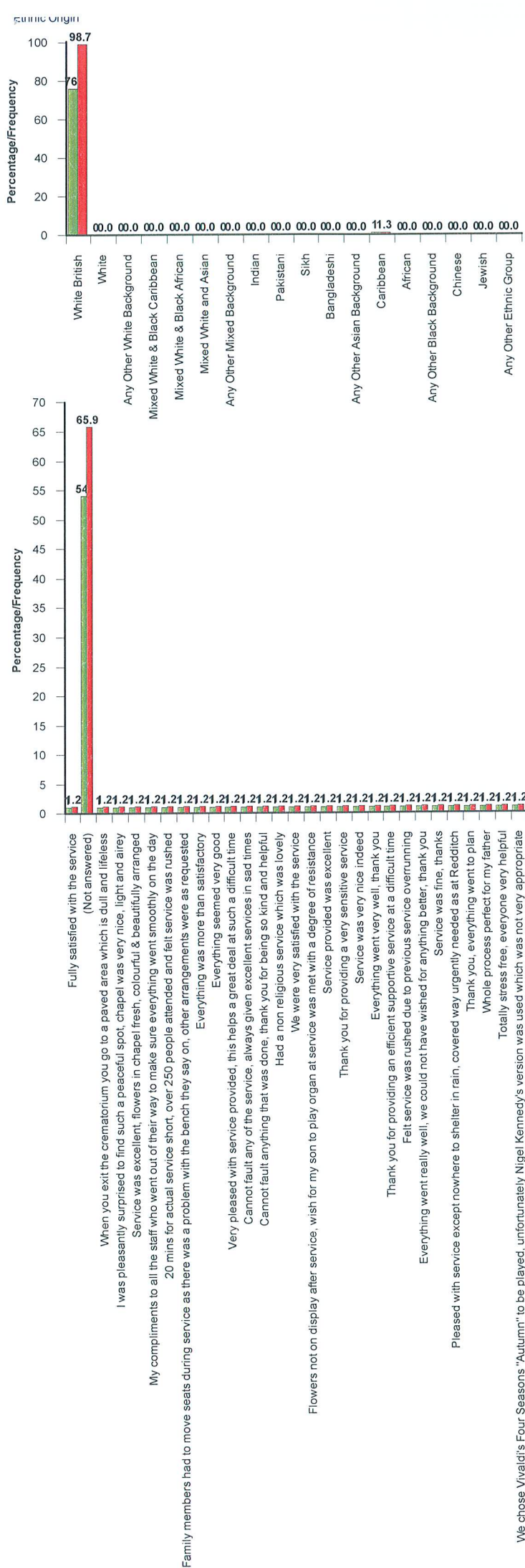
Are You?



Which of the following age categories do you fit into?



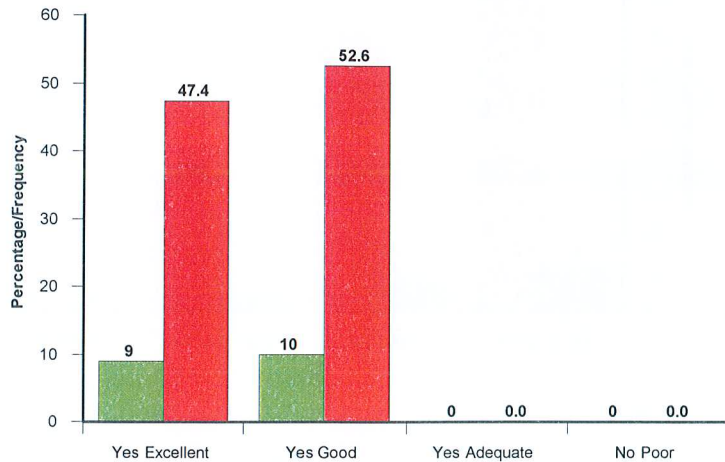




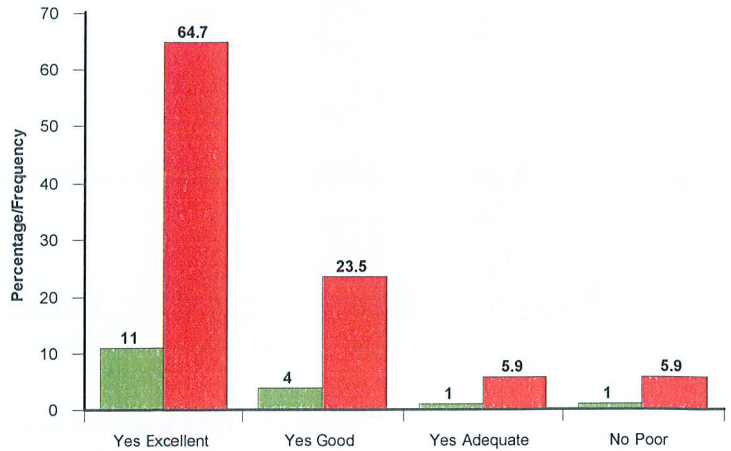




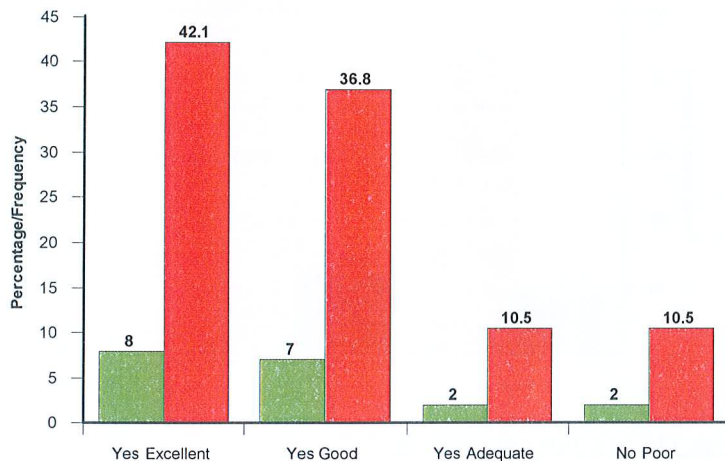
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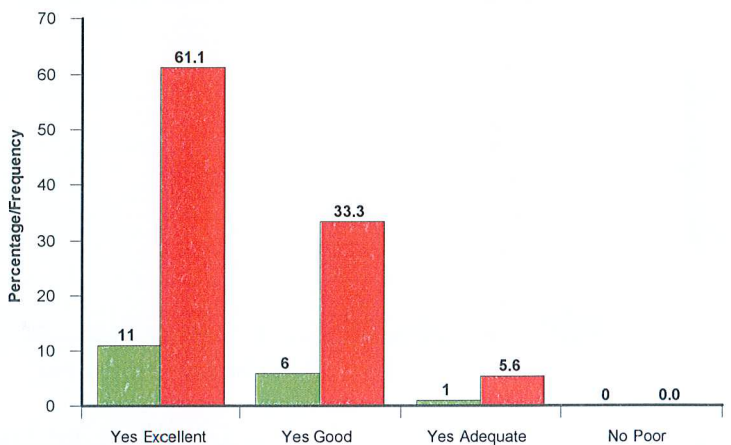
Did you find the Council's staff to be helpful and courteous?



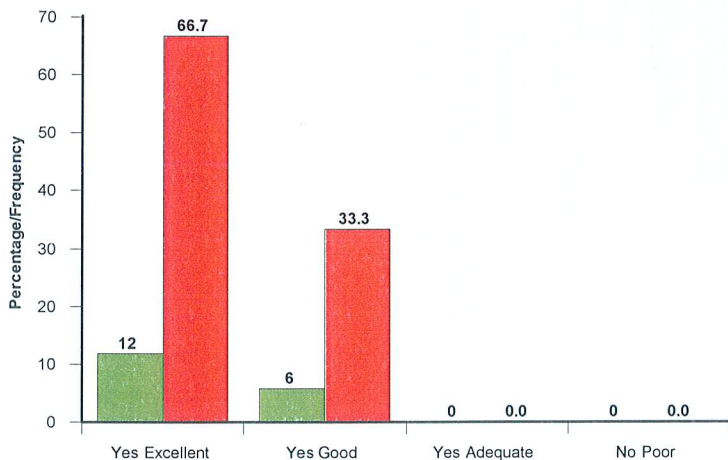
Do you consider the Council's charges to be reasonable in relation to the overall cost of the funeral?



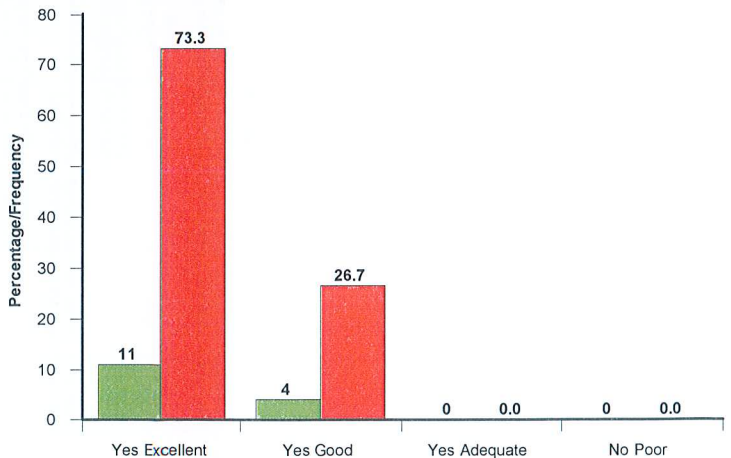
Have you found the Cemetery/Crematorium employees dressed appropriately for the service that is being provided?



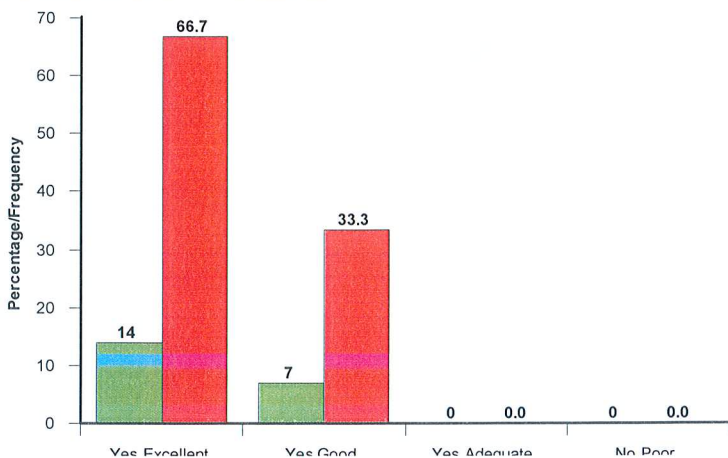
Was the service provided at the time and place you specified?



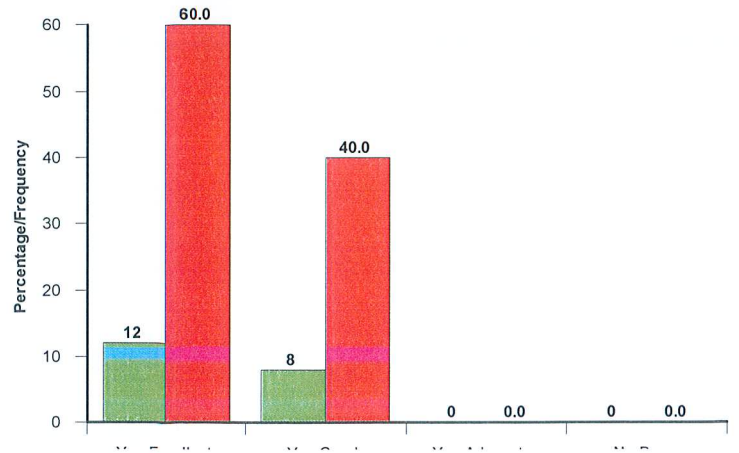
Was the literature provided clear and understandable?



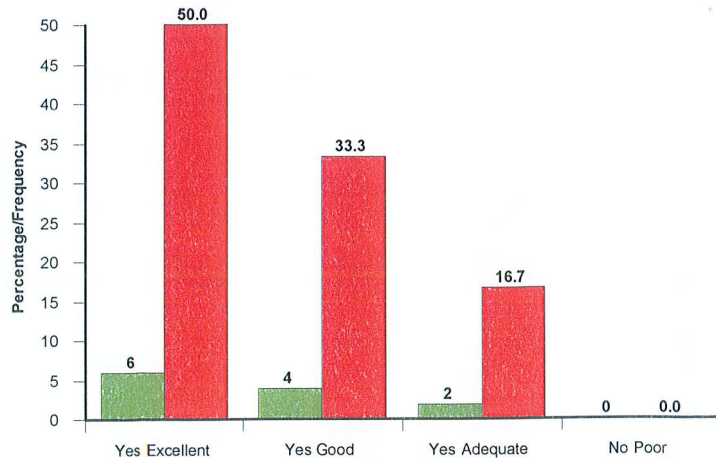
Was the grave preparation to your satisfaction?



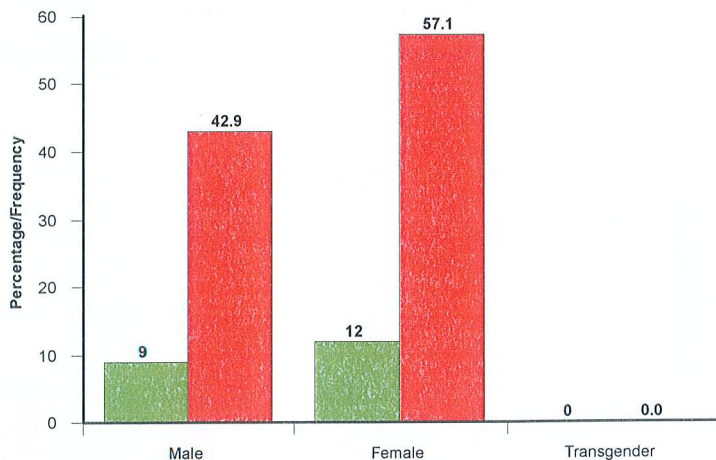
What do you think of the standard of grounds maintenance in the City Cemeteries?



Do you consider the charges for memorialisation schemes to be reasonable?



## Are You?



All staff at KN were sensitive, especially Belinda & went out of their way to help me.

Age Group	No (Green)	Yes (Red)
Under 25	0	0.0
26-34	0	0.0
35-44	1	4.8
45-54	4	19.0
55-64	10	47.6
65+	6	28.6

A bar chart with the y-axis labeled 'Percentage/Frequency' ranging from 0 to 80. The x-axis has two categories: 'Yes' and 'No'. For 'Yes', there is a green bar with a value of 3 and a red bar with a value of 20.0. For 'No', there is a green bar with a value of 12 and a red bar with a value of 80.0.

Response	Frequency (Green)	Percentage (Red)
Yes	3	20.0
No	12	80.0

Ethnic Group	Percentage/Frequency
White British	95.0
White	9
Any Other White Background	0.0
Any Other Black Background	0.0
Mixed White & Black African	0.0
Mixed White & Black Asian	0.0
Mixed White and Asian	0.0
Any Other Mixed Background	0.0
Indian	0.0
Pakistani	0.0
Sikh	0.0
Bangladeshi	0.0
Any Other Asian Background	0.0
Caribbean	5.0
African	0.0
Chinese	0.0
Jewish	0.0
Any Other Ethnic Group	0.0

Sexual Orientation	Percentage/Frequency
Heterosexual/Straight	13
Gay	92.9
Lesbian	0
Bisexual	7.1



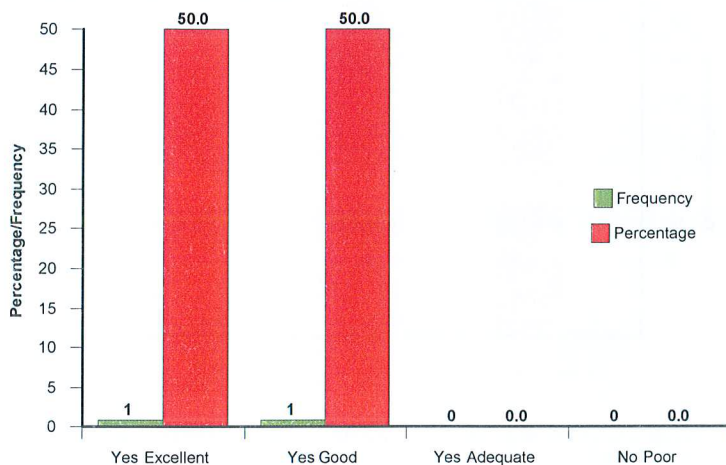


# YARDLEY CEMETERY & CREMATORIUM

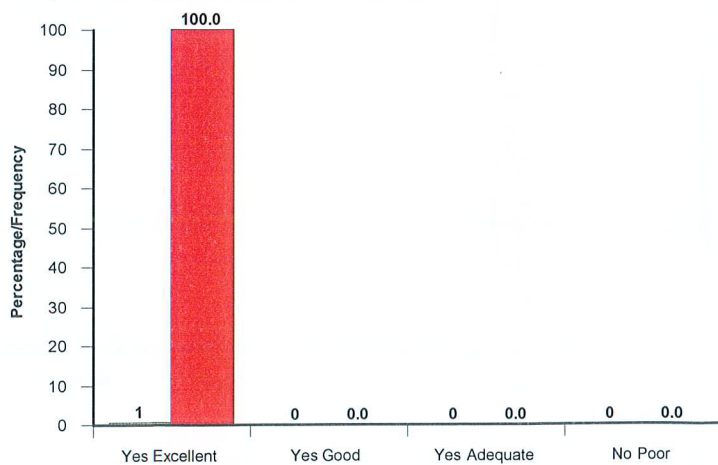
## 2 Questionnaires Returned

Ref: YARD0413  
30th June 2013

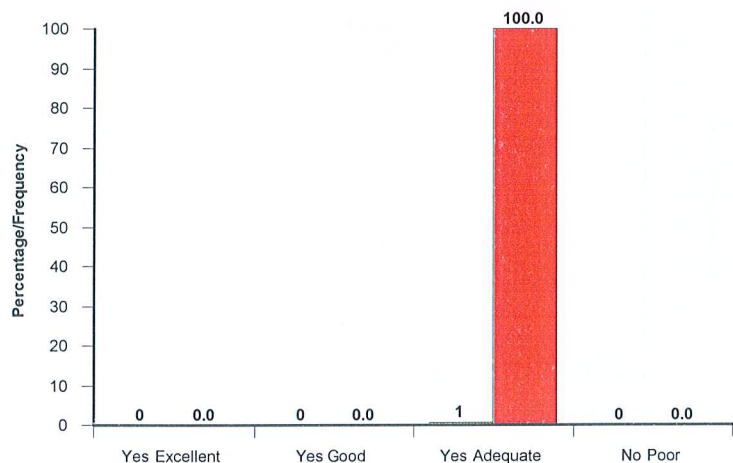
What is your overall impression of the Council's Cemeteries and Crematoria Services?



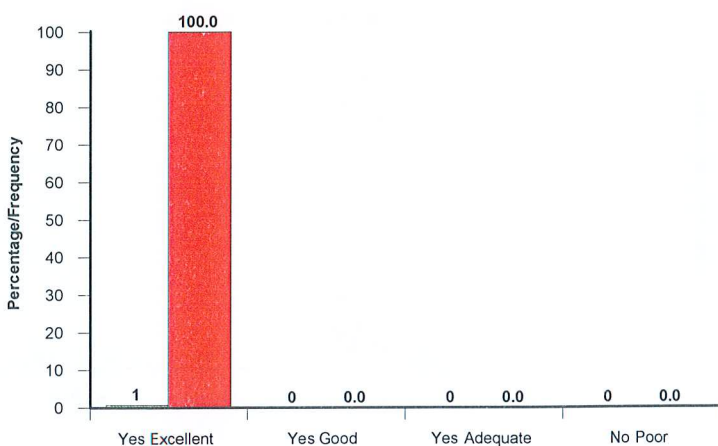
Did you find the Council's staff to be helpful and courteous?



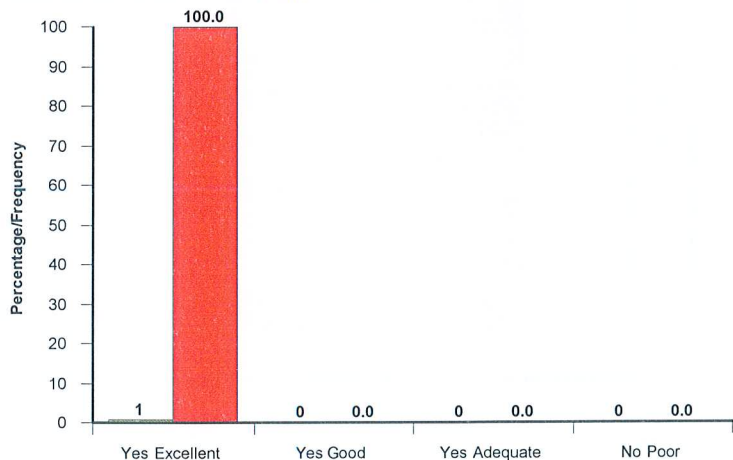
Do you consider the Council's charges to be reasonable in relation to the overall cost of the funeral?



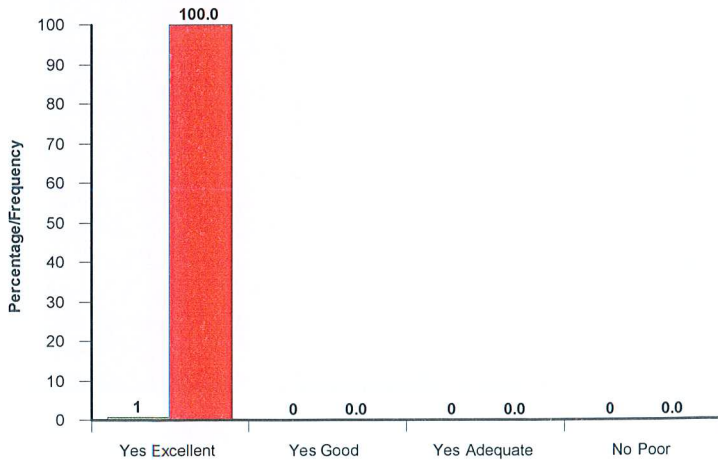
Have you found the Cemetery/Crematorium employees dressed appropriately for the service that is being provided?



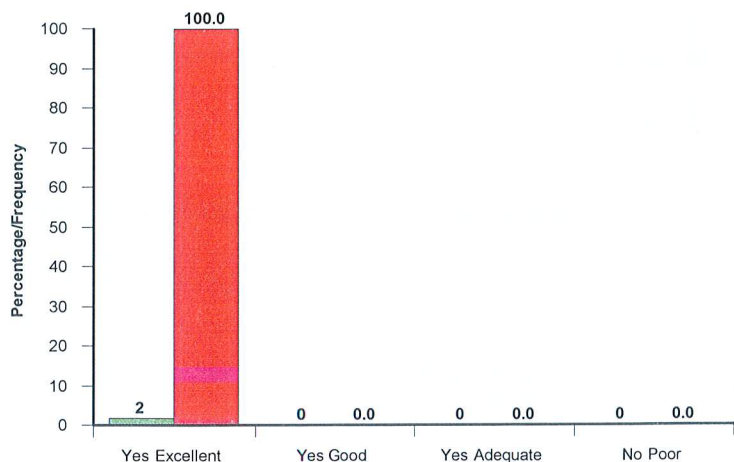
Was the service provided at the time and place you specified?



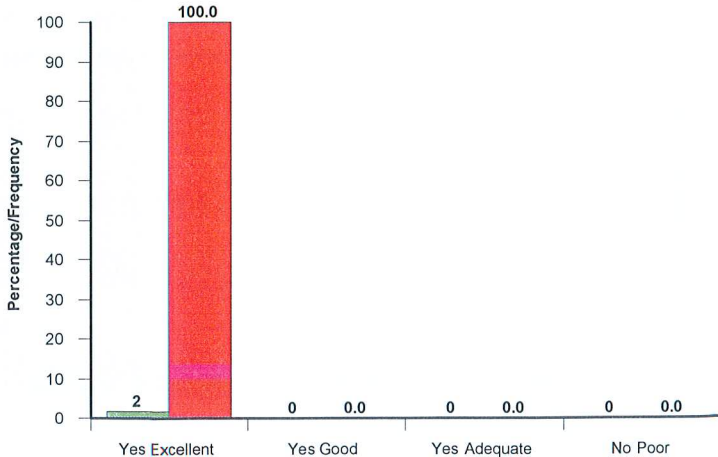
Was the literature provided clear and understandable?



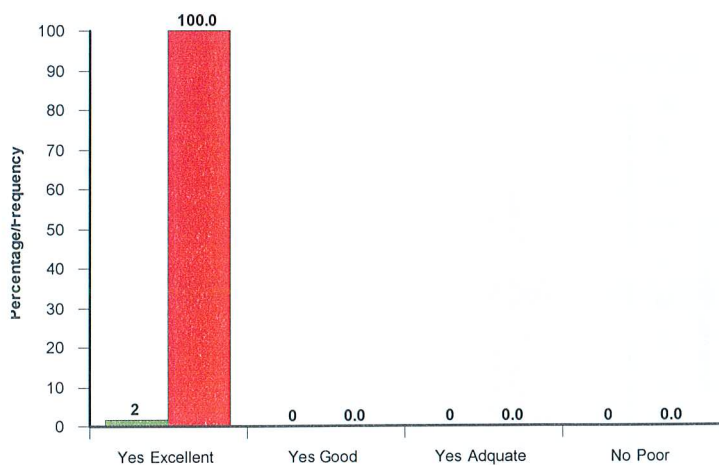
Were you satisfied with the cleanliness and appearance of the Crematorium Chapel?



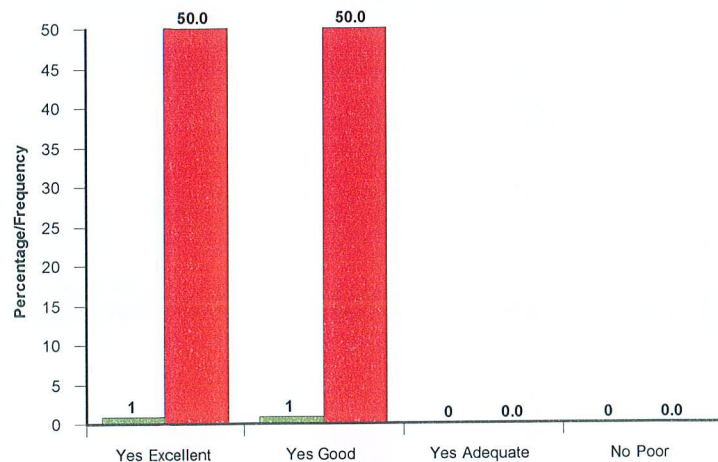
Were there ample service and hymn books available in the Chapel?



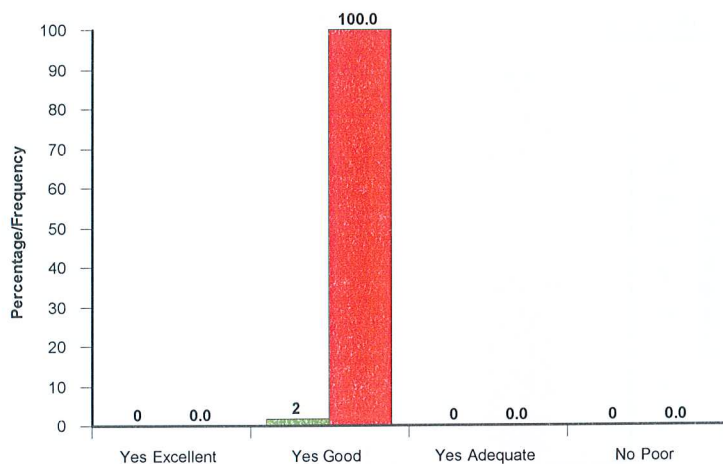
What do you think of the standard of the grounds at the Crematorium?



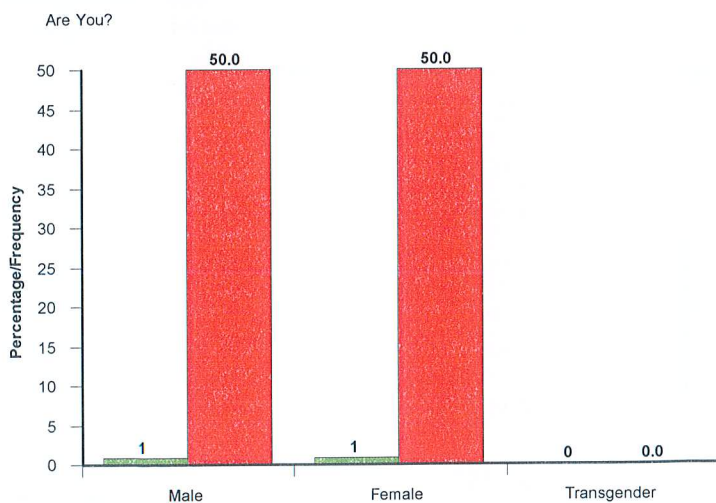
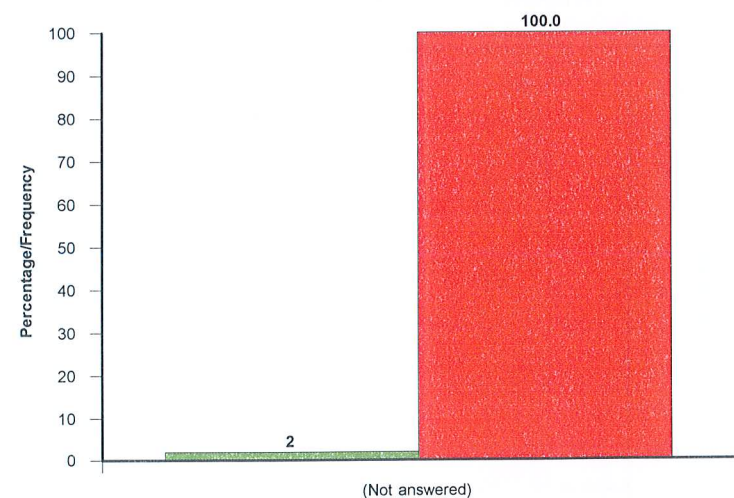
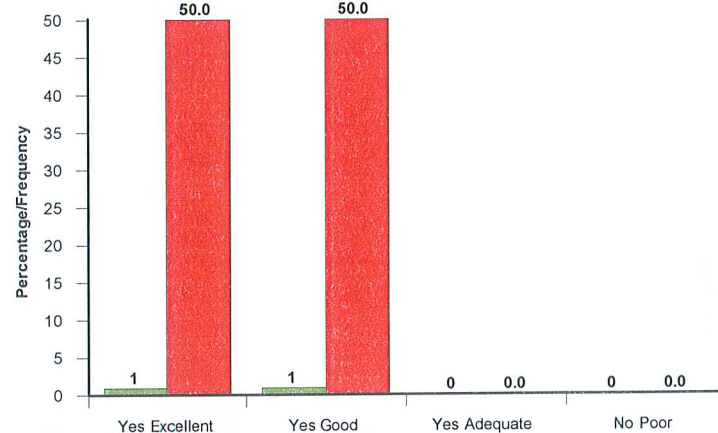
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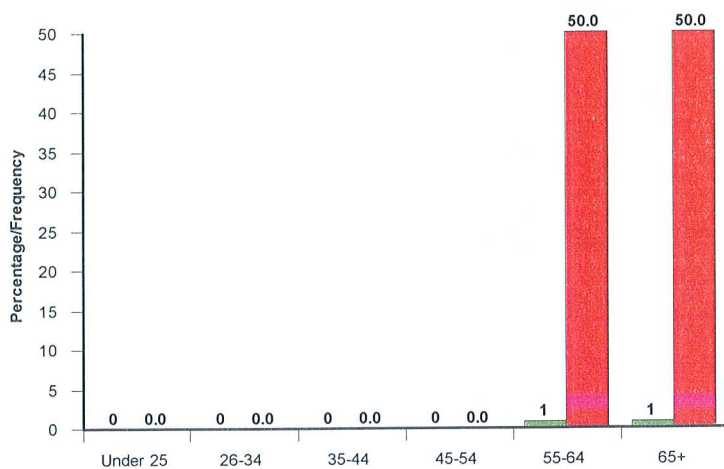
Do you consider the charges for memorialisation schemes to be reasonable?



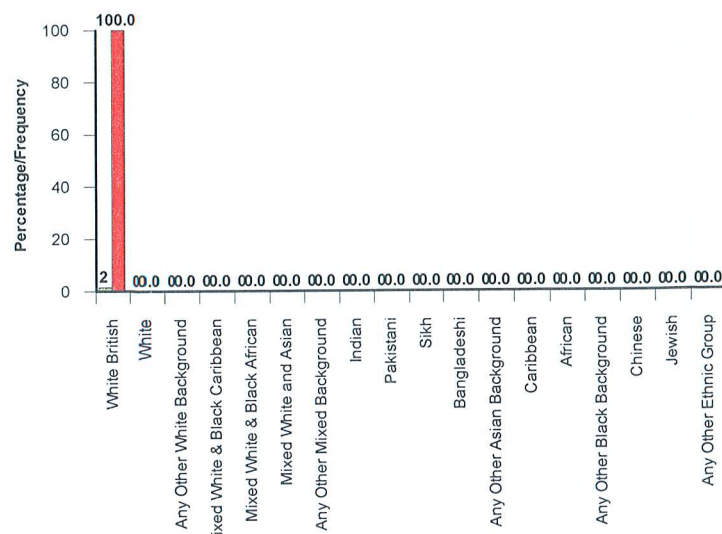
Are you satisfied with the choice of cremation memorials provided? If no, please provide further details overleaf



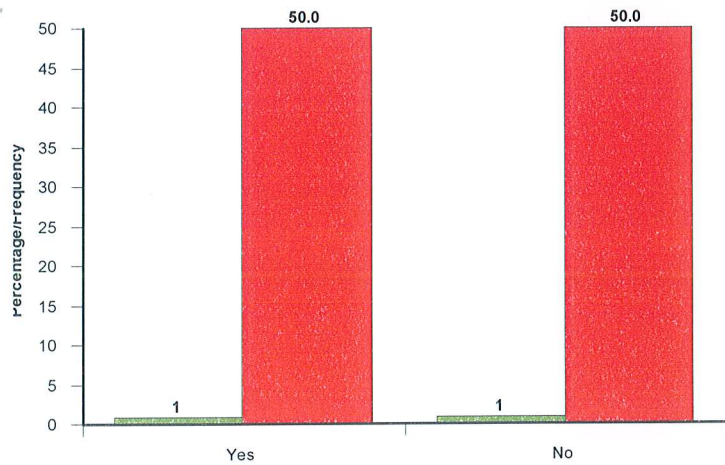
Which of the following age categories do you fit into?



Ethnic Origin



# Do you have a Disability



# Sexual Orientation

