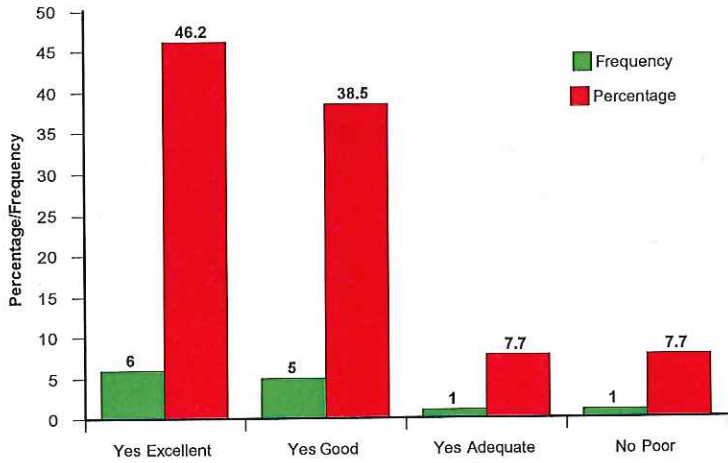


BRANDWOOD END CEMETERY

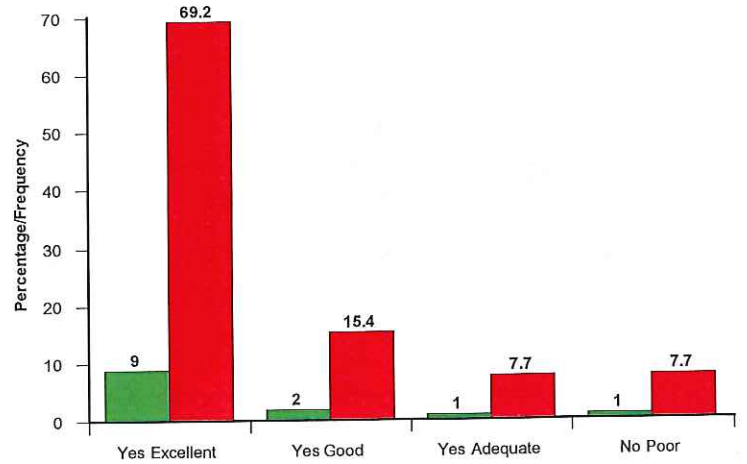
Ref: BWE0713
30th September 2013

14 Questionnaires Returned

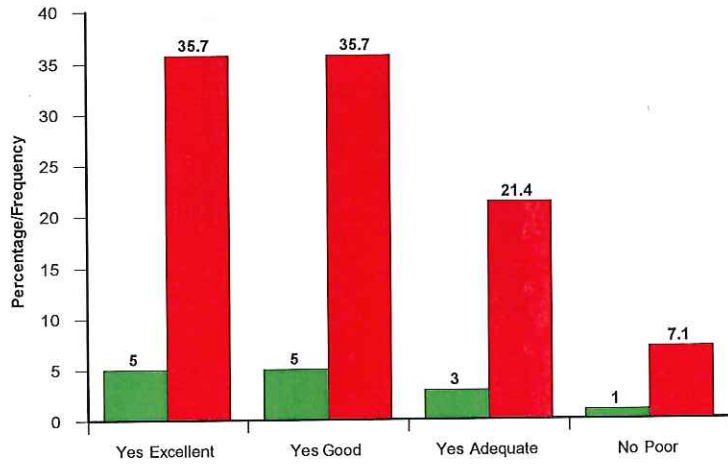
What is your overall impression of the Council's Cemeteries and Crematoria Services?



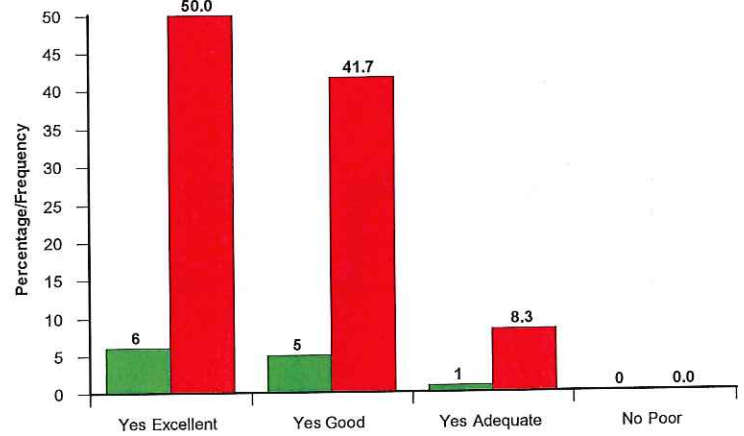
Did you find the Council's staff to be helpful and courteous?



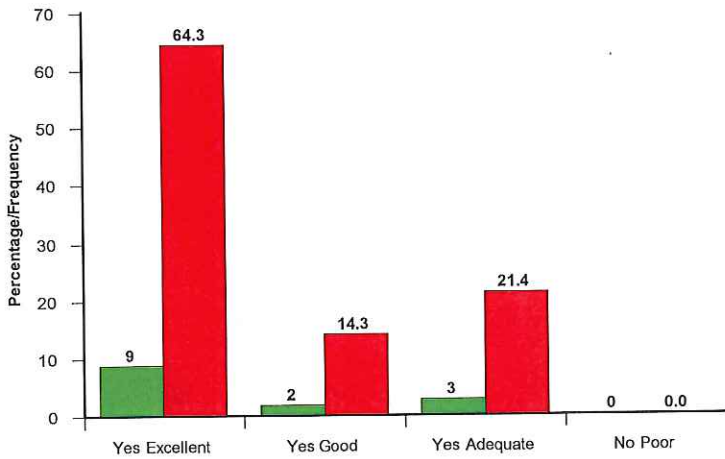
Do you consider the Council's charges to be reasonable in relation to the overall cost of the funeral?



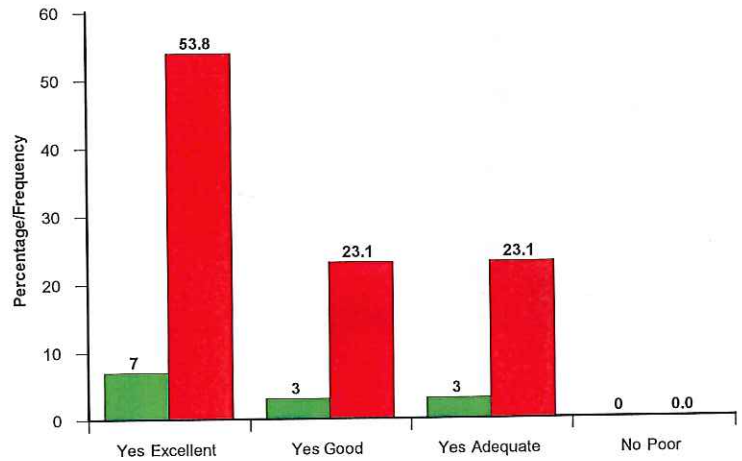
Have you found the Cemetery/Crematorium employees dressed appropriately for the service that is being provided?



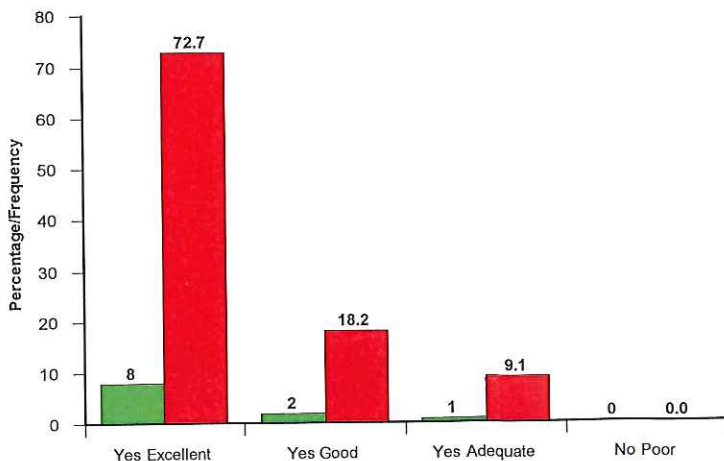
Was the service provided at the time and place you specified?



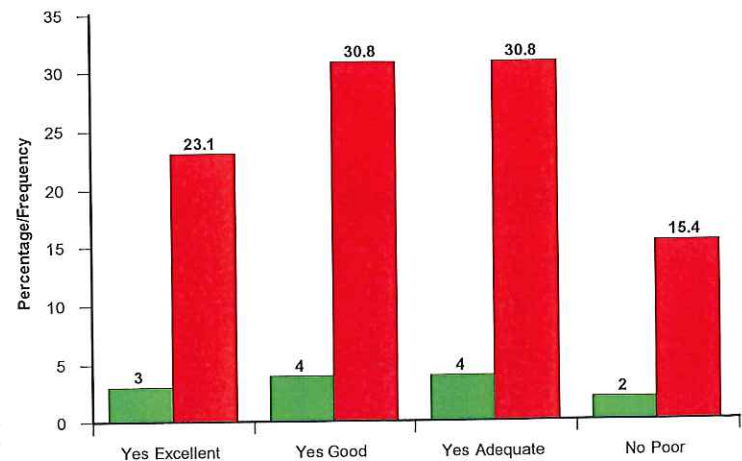
Was the literature provided clear and understandable?



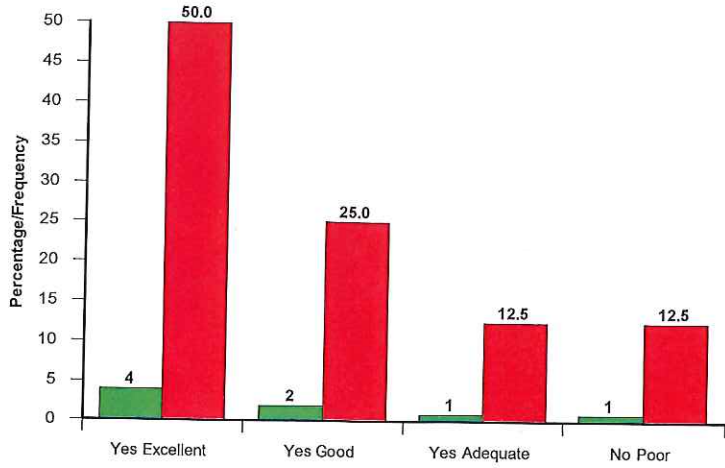
Was the grave preparation to your satisfaction?



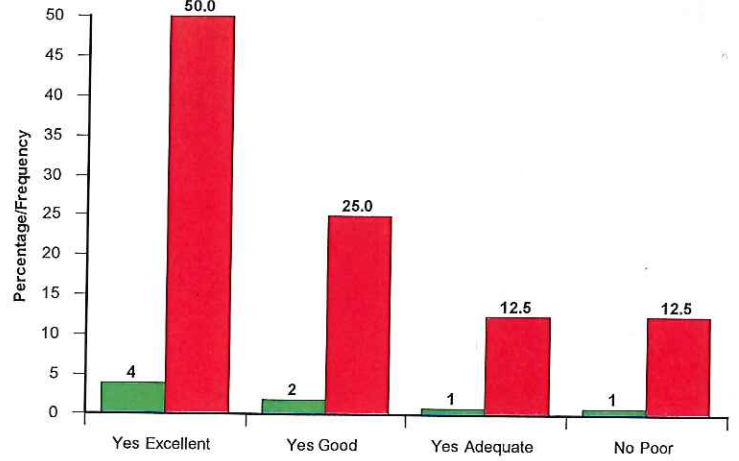
What do you think of the standard of grounds maintenance in the City Cemeteries?



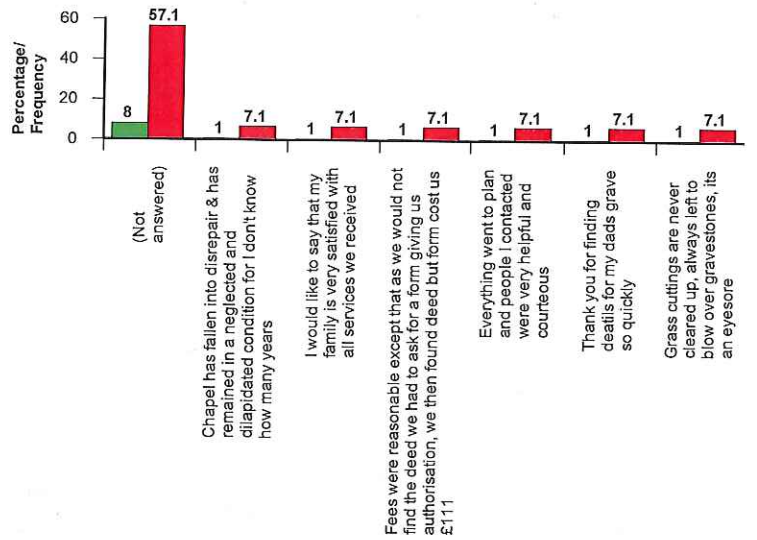
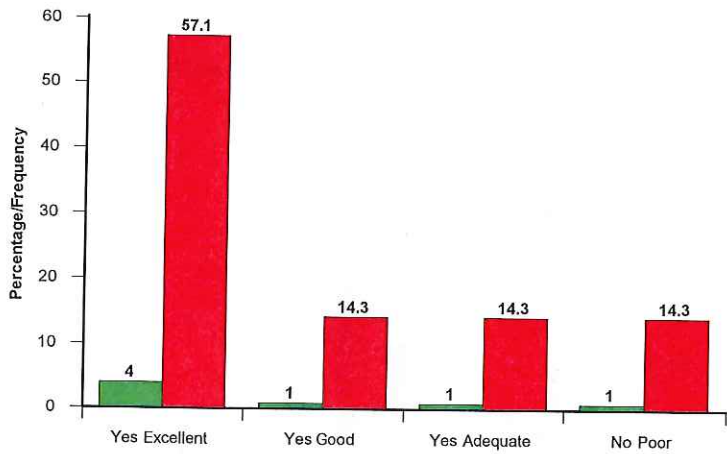
What do you think of the Council's memorialisation schemes (e.g. plaques, kerbs)?



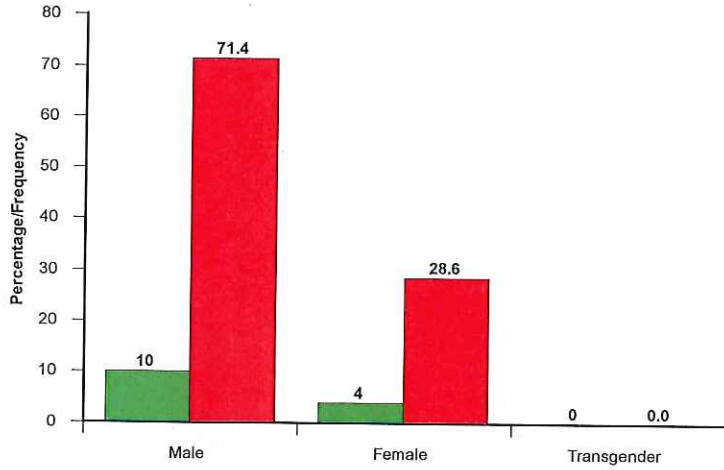
Do you consider the charges for memorialisation schemes to be reasonable?



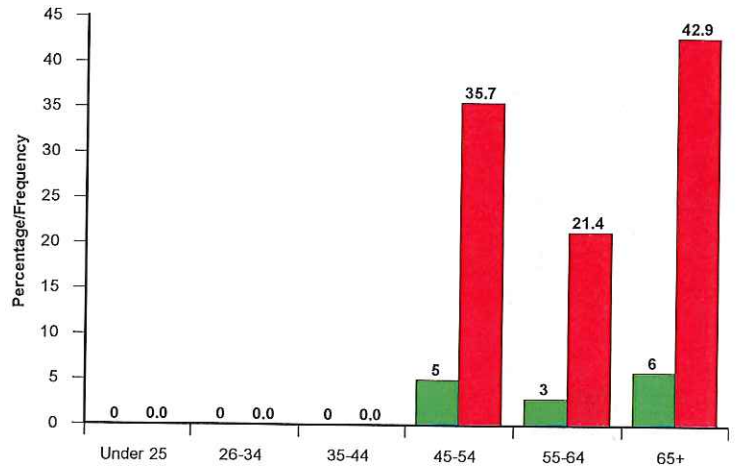
Are you satisfied with the choice of cremation memorials provided? If no, please provide further details overleaf



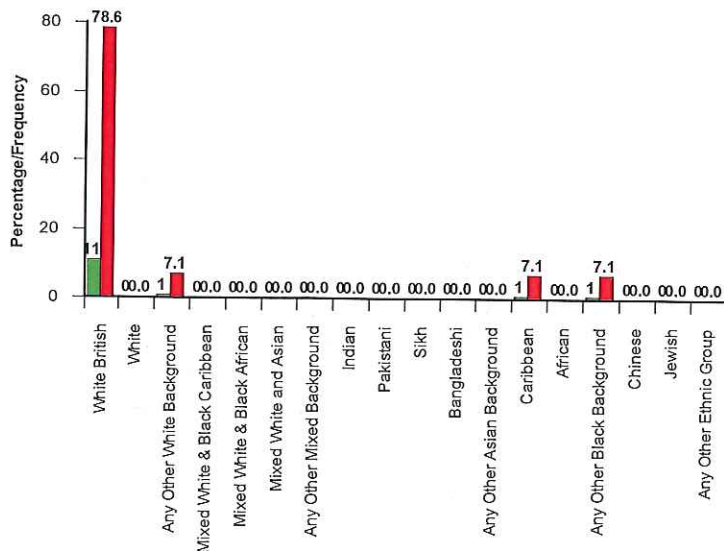
Are You?



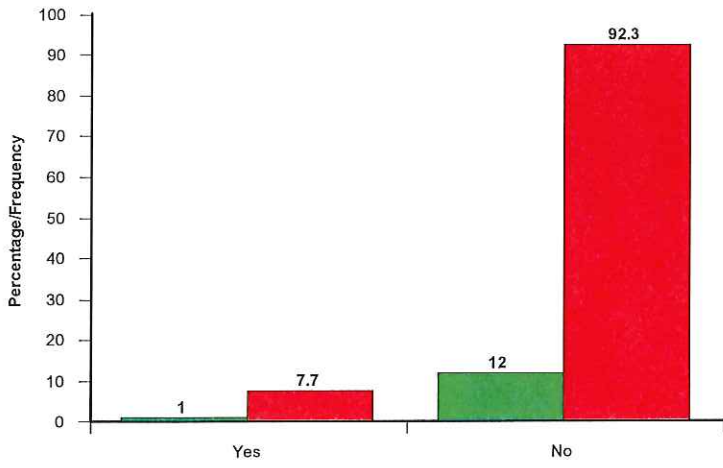
Which of the following age categories do you fit into?



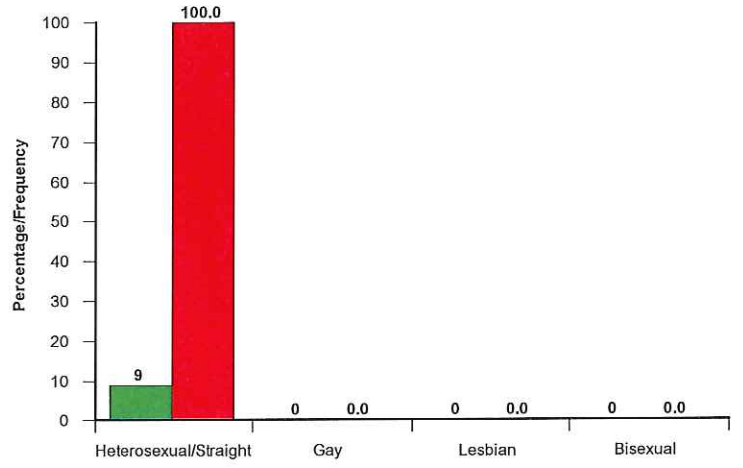
Ethnic Origin



Do you have a Disability



Sexual Orientation



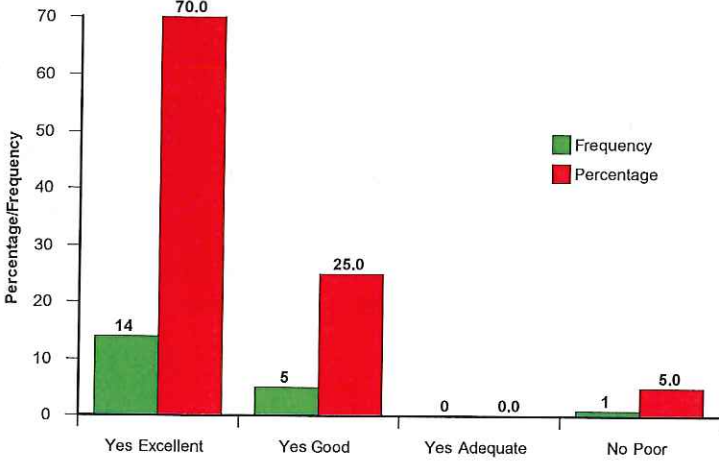


KINGS NORTON CEMETERY

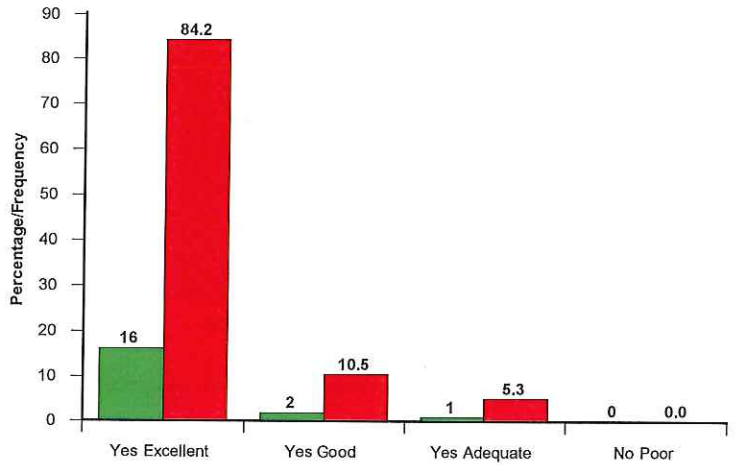
Ref: KNOR0713
30th September 2013

20 Questionnaires Returned

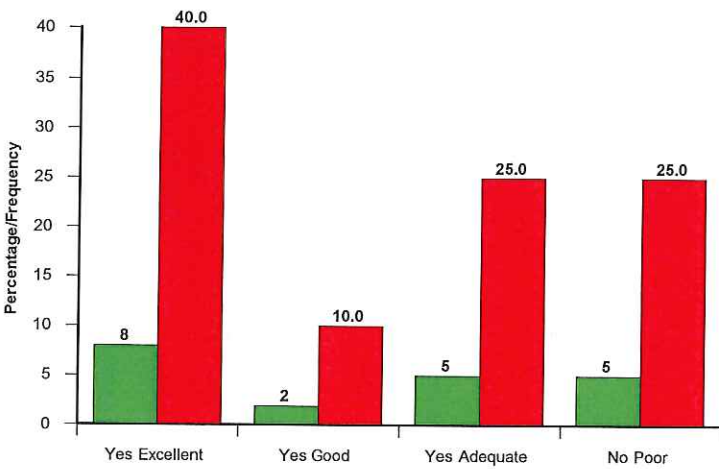
What is your overall impression of the Council's Cemeteries and Crematoria Services?



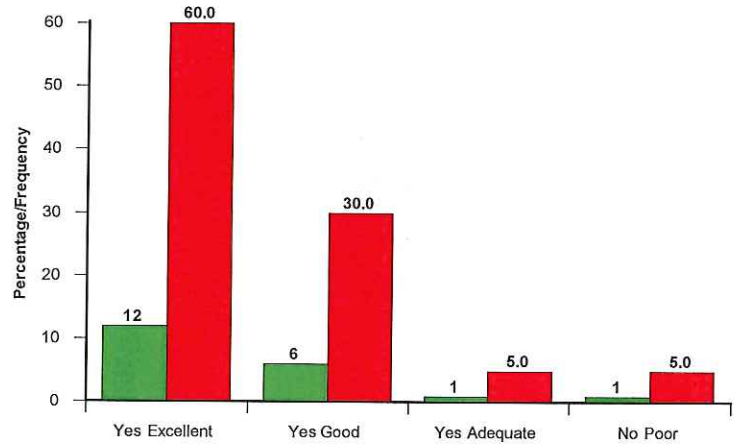
Did you find the Council's staff to be helpful and courteous?



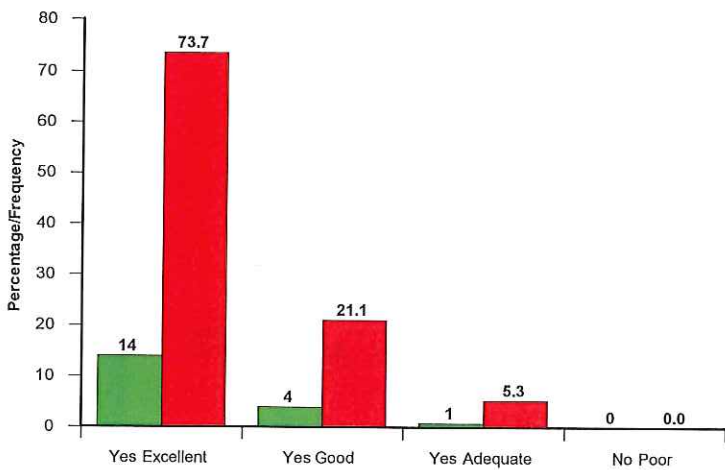
Do you consider the Council's charges to be reasonable in relation to the overall cost of the funeral?



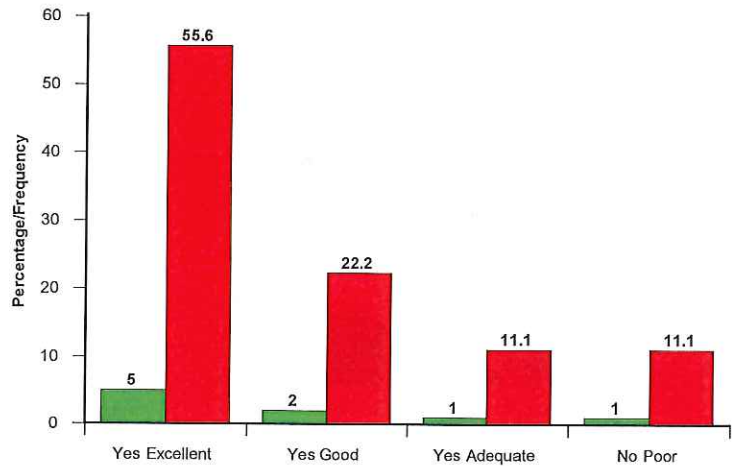
Have you found the Cemetery/Crematorium employees dressed appropriately for the service that is being provided?



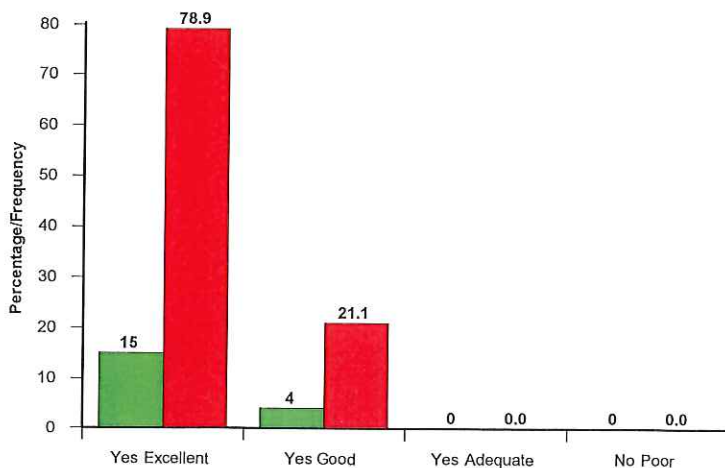
Was the service provided at the time and place you specified?



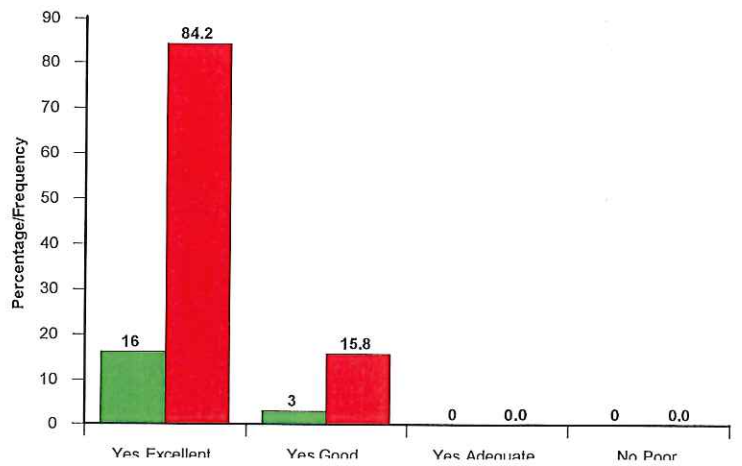
Was the literature provided clear and understandable?



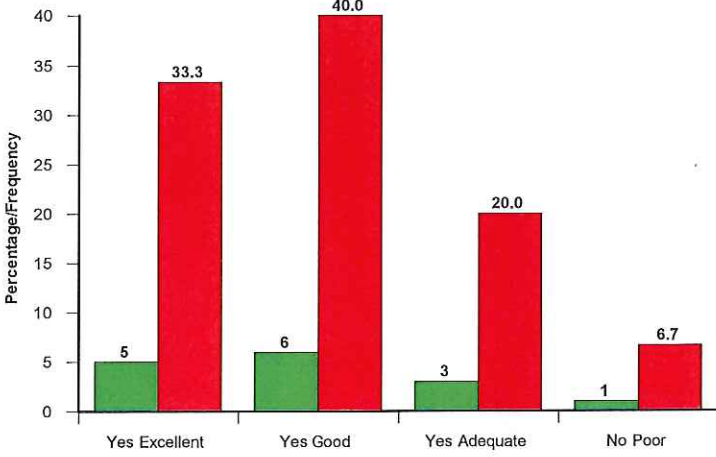
Was the grave preparation to your satisfaction?



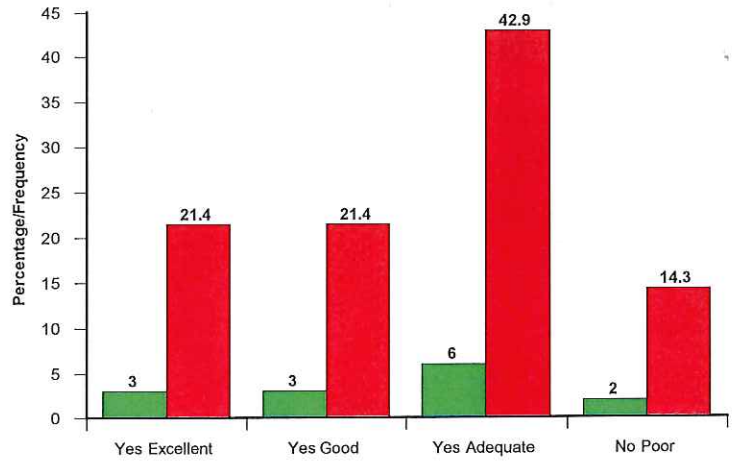
What do you think of the standard of grounds maintenance in the City Cemeteries?



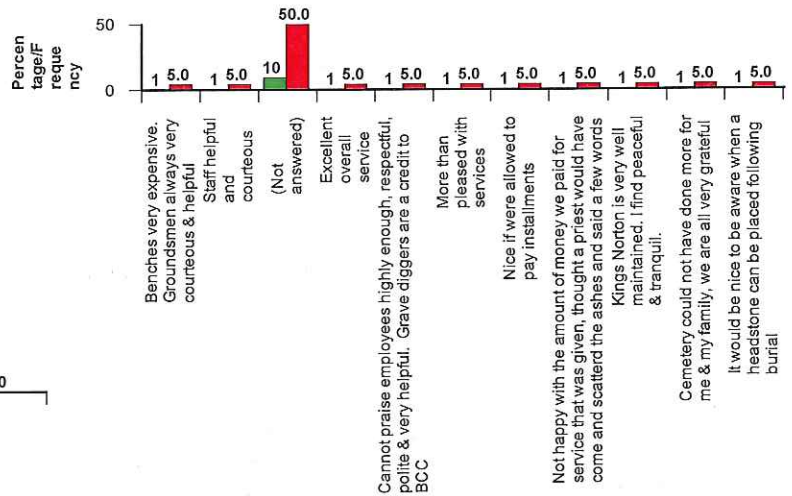
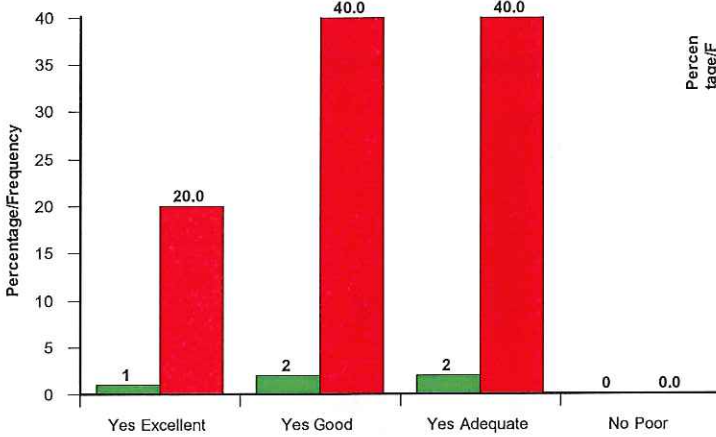
What do you think of the Council's memorialisation schemes (e.g. plaques, kerbs)?



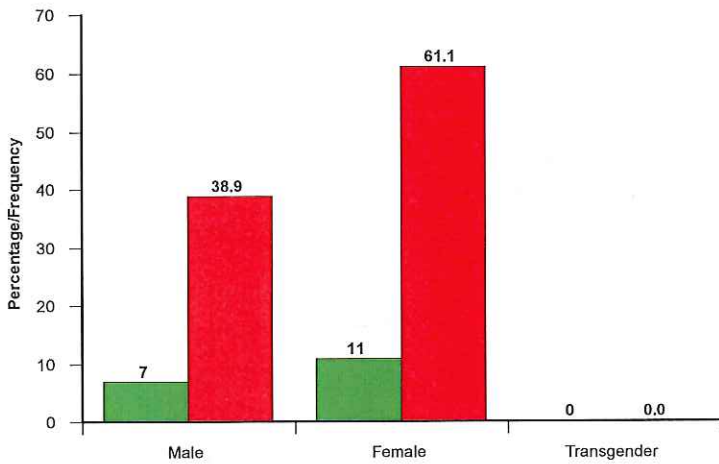
Do you consider the charges for memorialisation schemes to be reasonable?



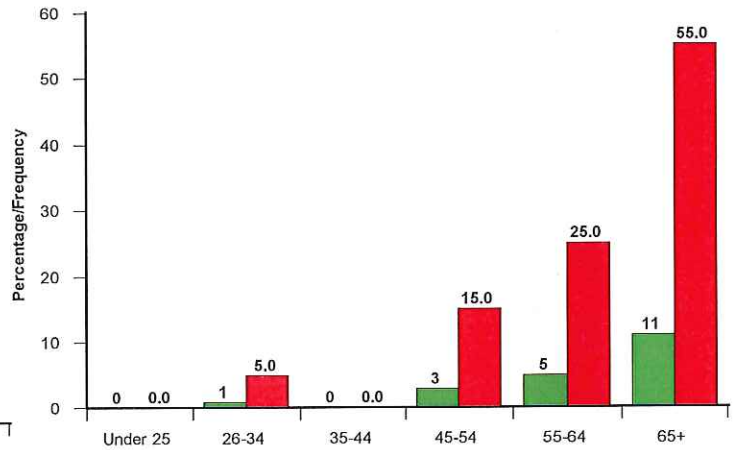
Are you satisfied with the choice of cremation memorials provided? If no, please provide further details overleaf



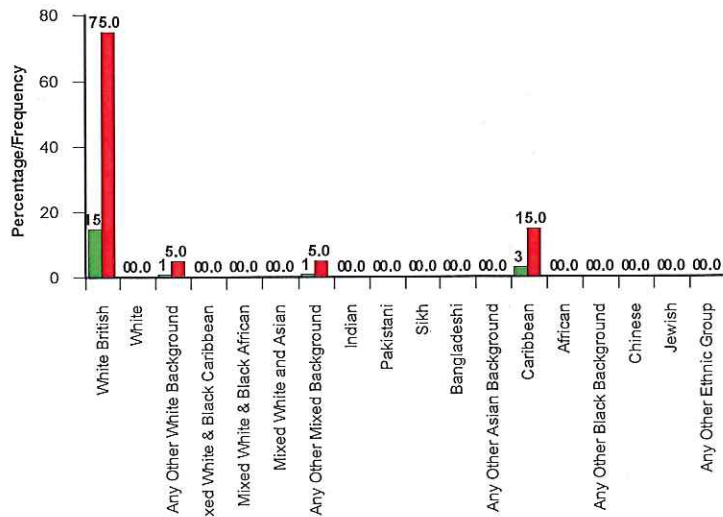
Are You?



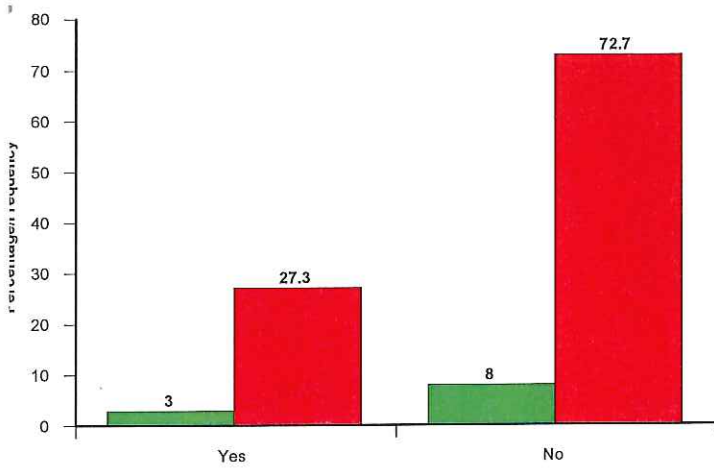
Which of the following age categories do you fit into?



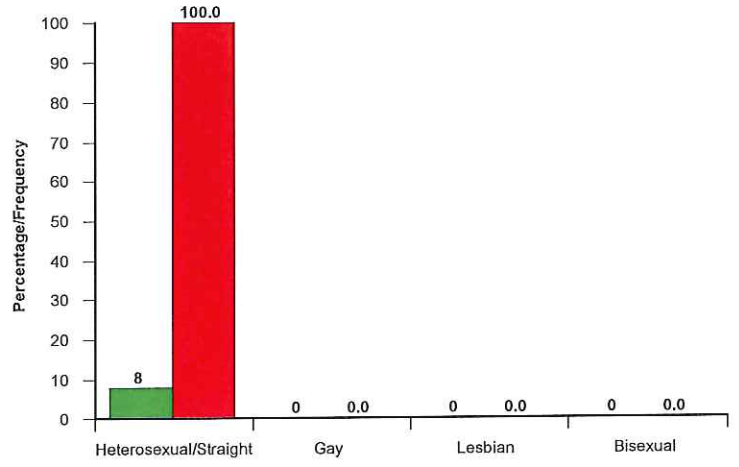
Ethnic Origin



Do you have a Disability



Sexual Orientation



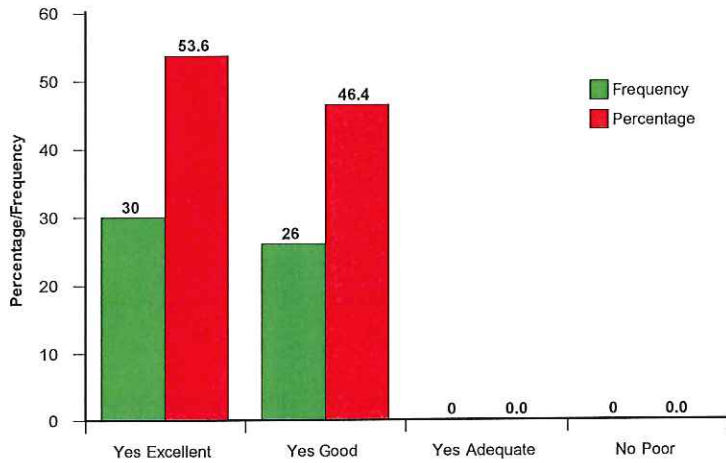
LODGE HILL CEMETERY & CREMATORIUM

57 Questionnaires Returned

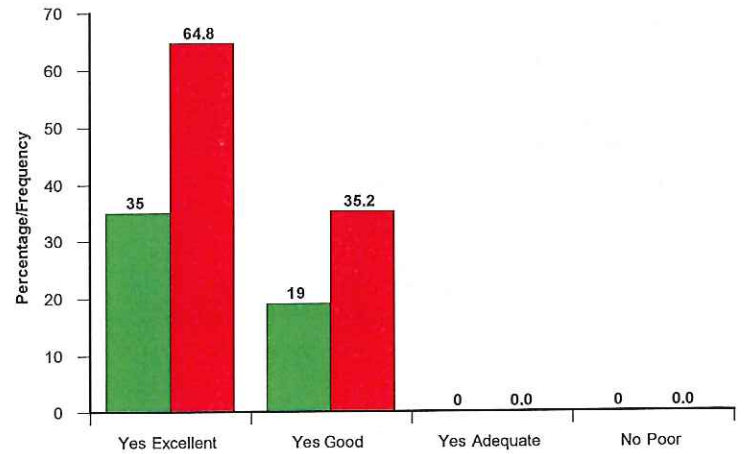
Ref: LHIL0713

30th September 2013

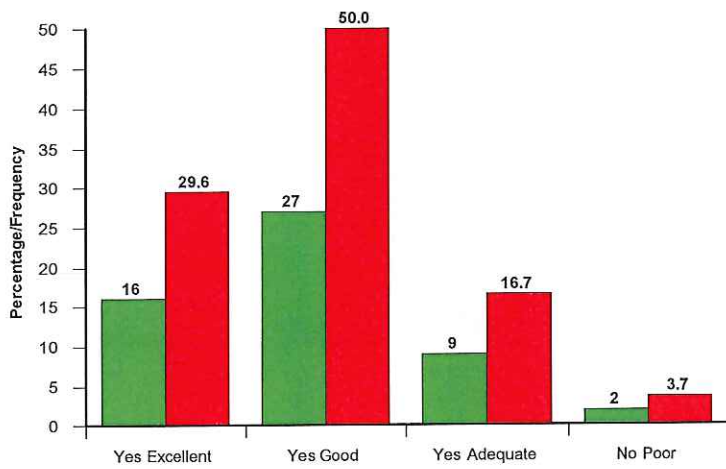
What is your overall impression of the Council's Cemeteries and Crematoria Services?



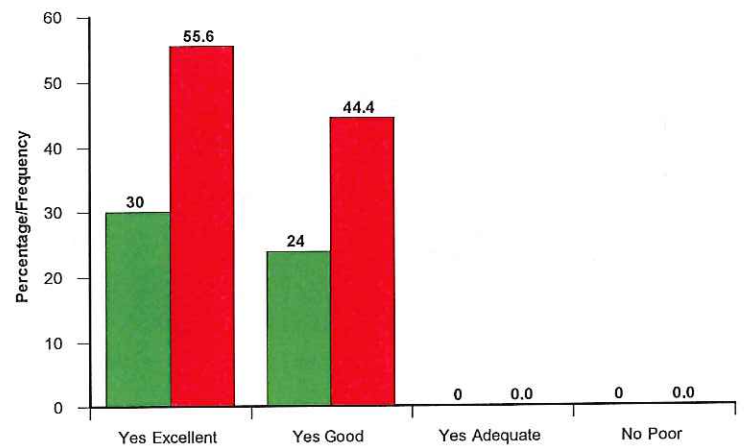
Did you find the Council's staff to be helpful and courteous?



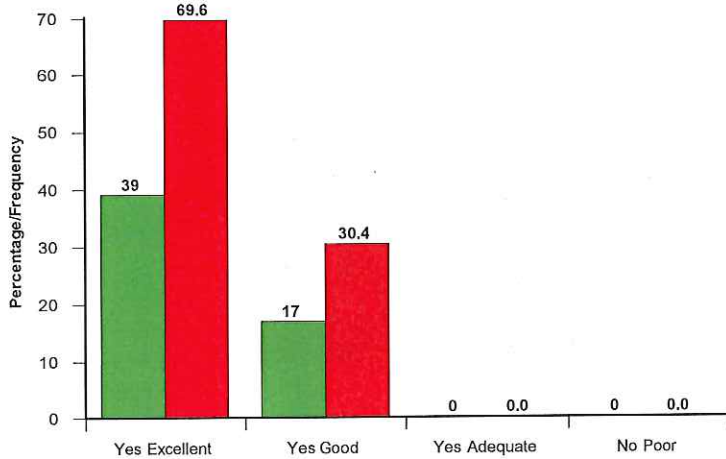
Do you consider the Council's charges to be reasonable in relation to the overall cost of the funeral?



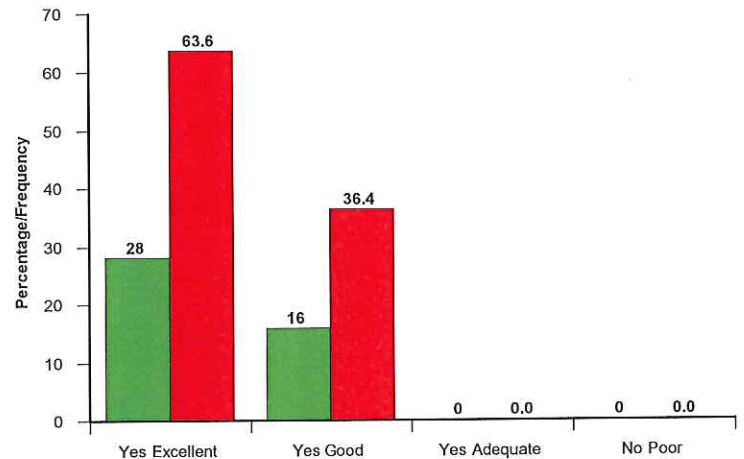
Have you found the Cemetery/Crematorium employees dressed appropriately for the service that is being provided?



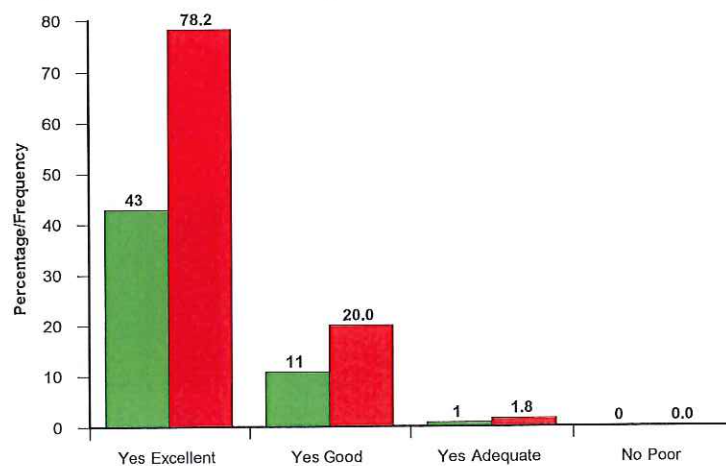
Was the service provided at the time and place you specified?



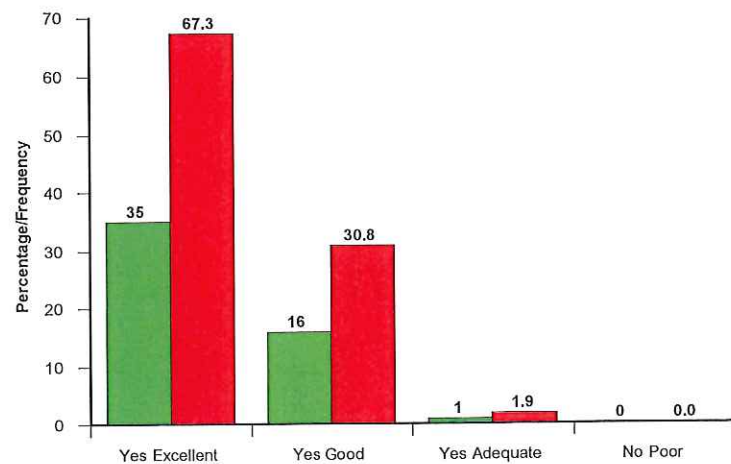
Was the literature provided clear and understandable?



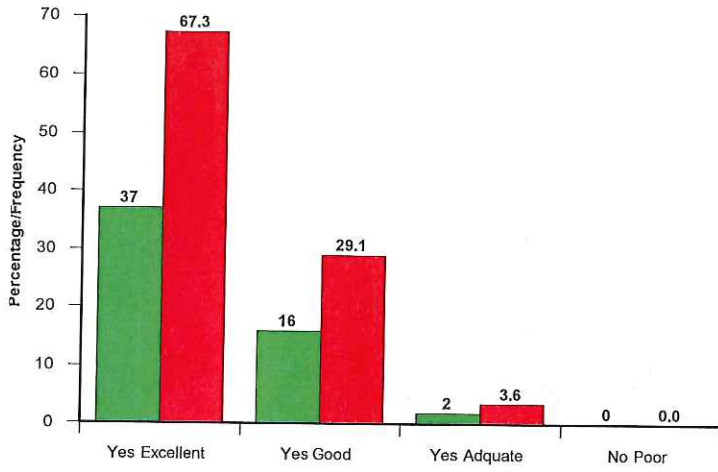
Were you satisfied with the cleanliness and appearance of the Crematorium Chapel?



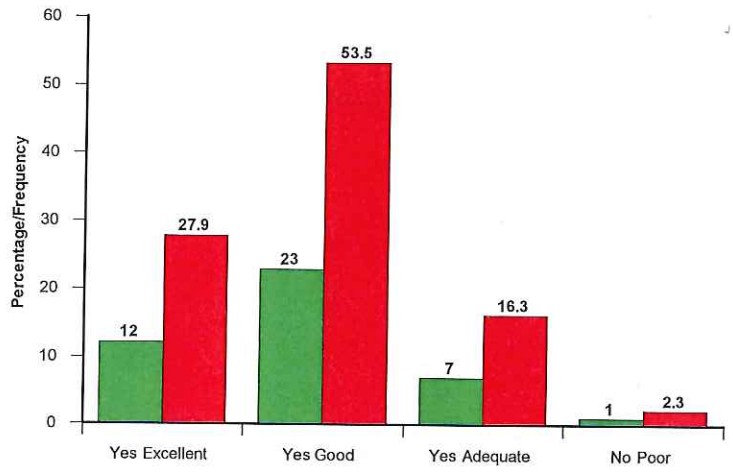
Were there ample service and hymn books available in the Chapel?



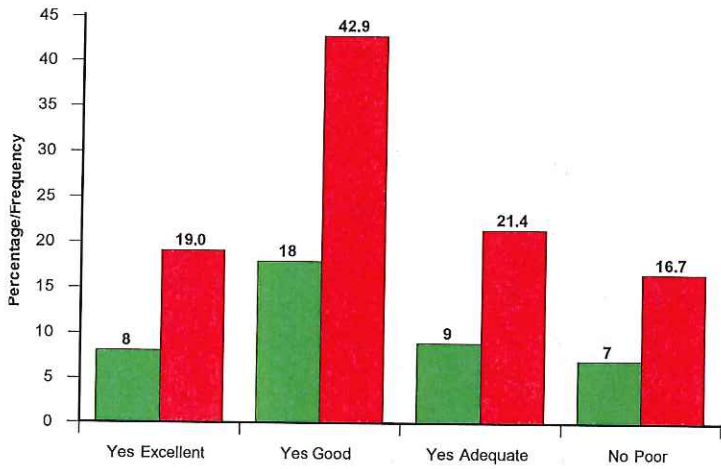
What do you think of the standard of the grounds at the Crematorium?



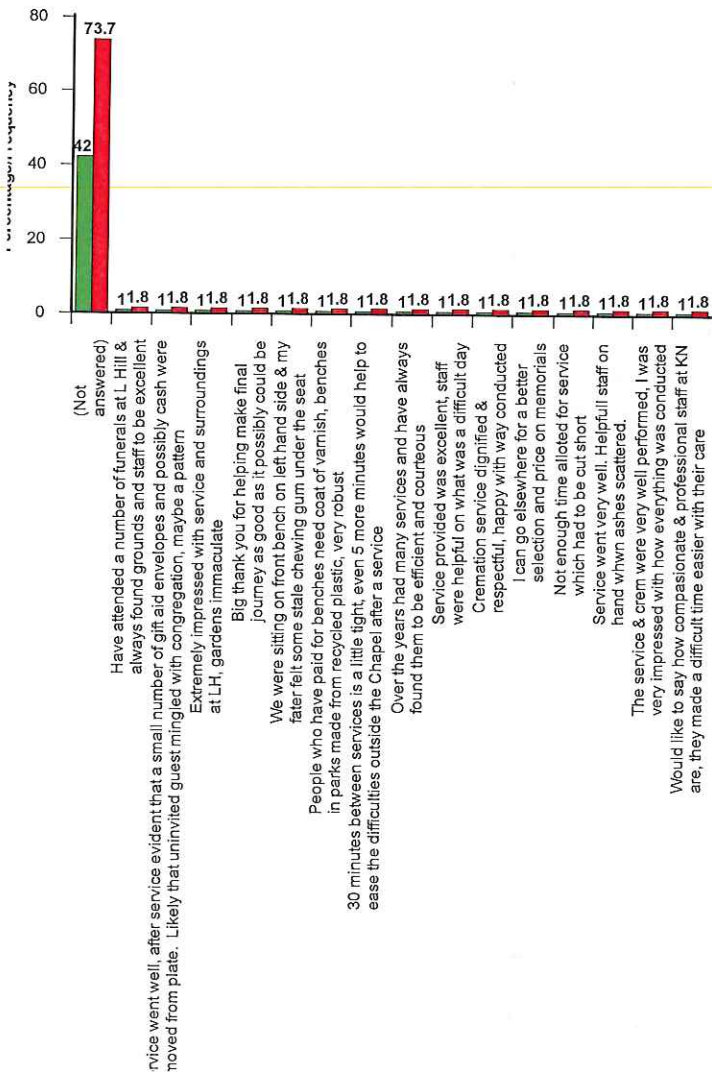
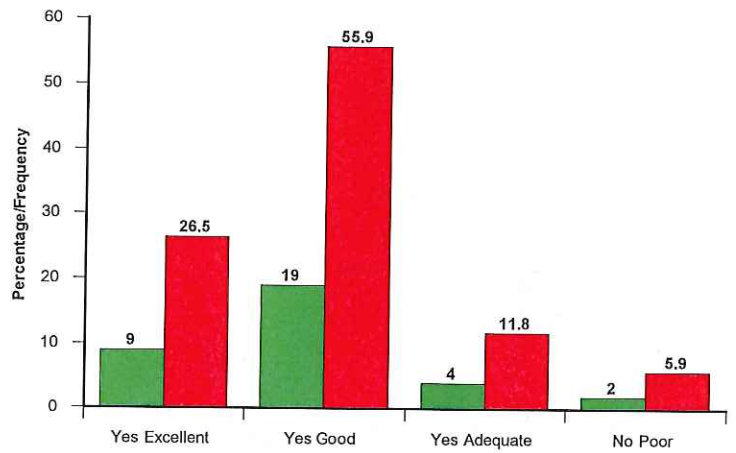
What do you think of the Council's memorialisation schemes (e.g. plaques, kerbs)?



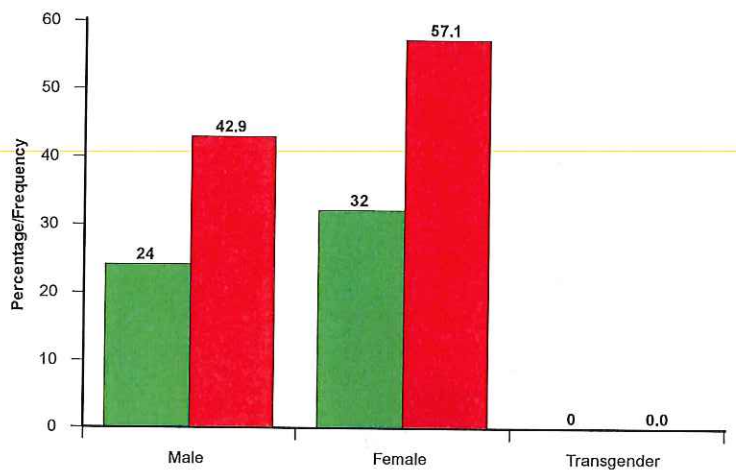
Do you consider the charges for memorialisation schemes to be reasonable?



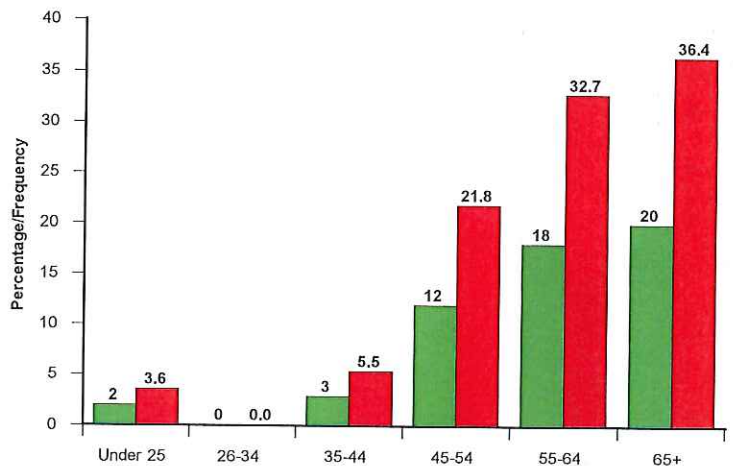
Are you satisfied with the choice of cremation memorials provided? If no, please provide further details overleaf

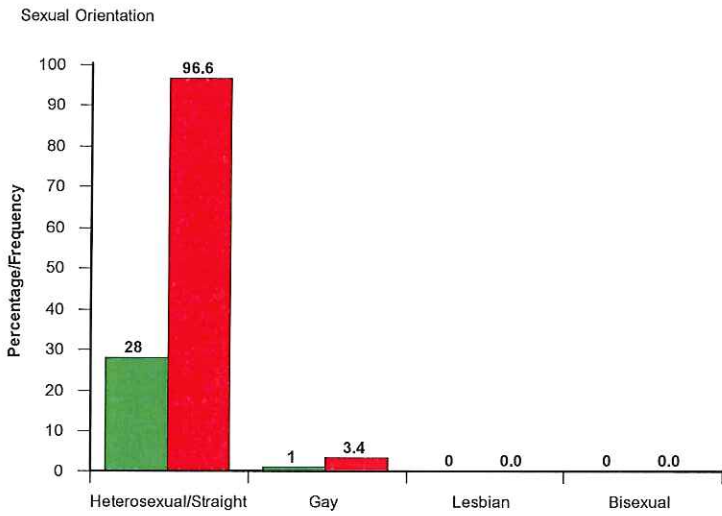
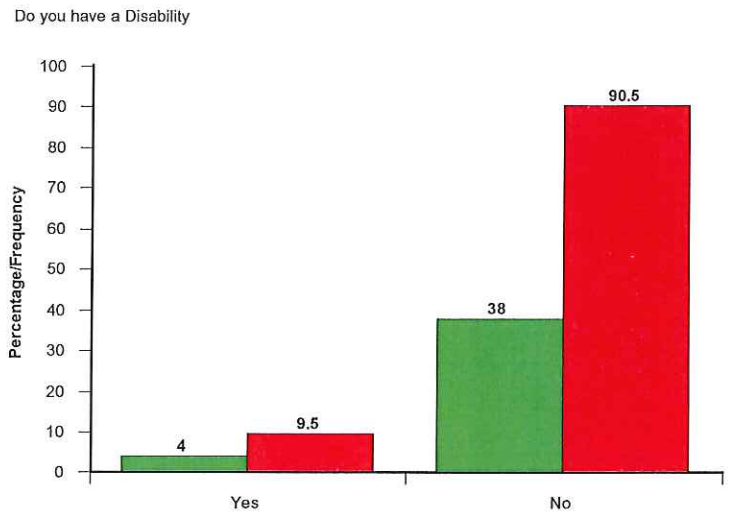
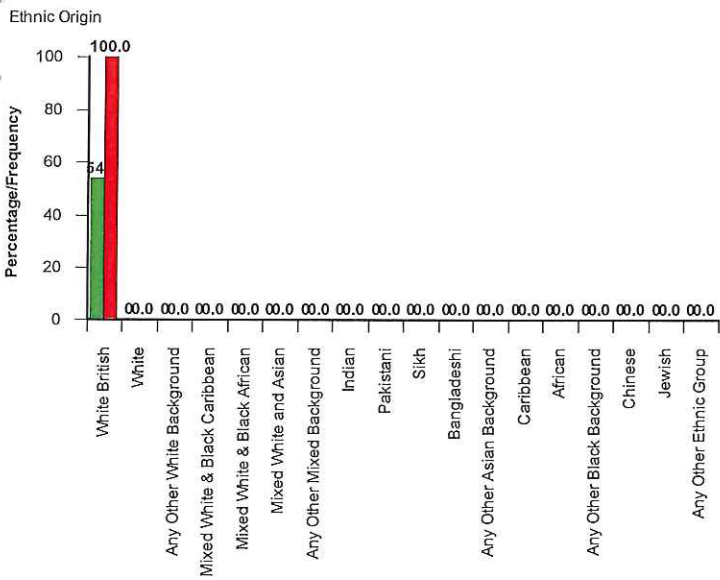


Are You?



Which of the following age categories do you fit into?

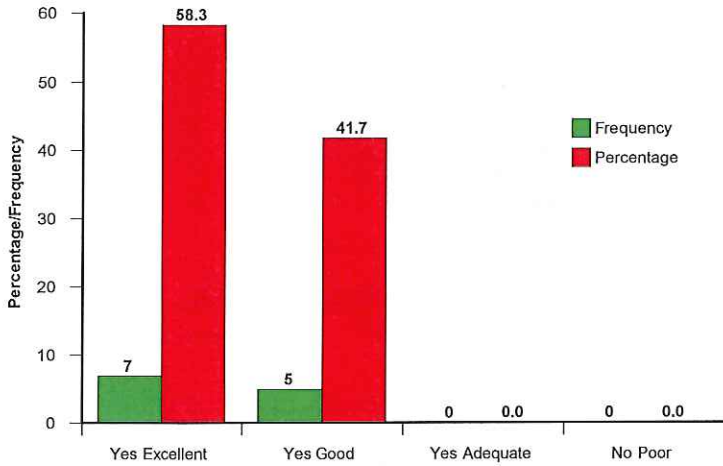




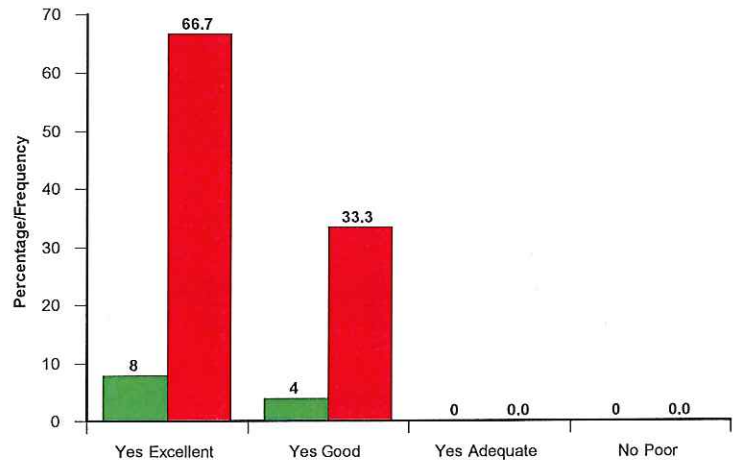
QUINTON CEMETERY
12 Questionnaires Returned

Ref: QUIN0713
 30th September 2013

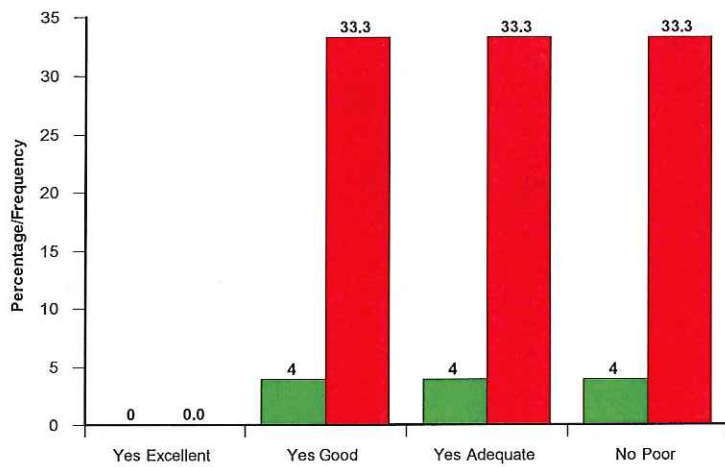
What is your overall impression of the Council's Cemeteries and Crematoria Services?



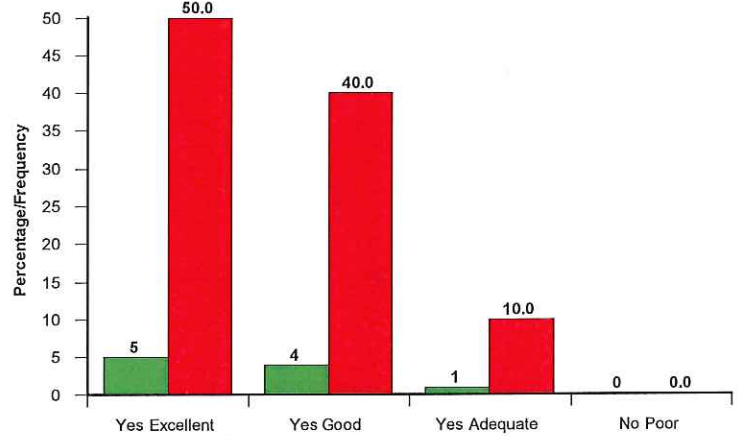
Did you find the Council's staff to be helpful and courteous?



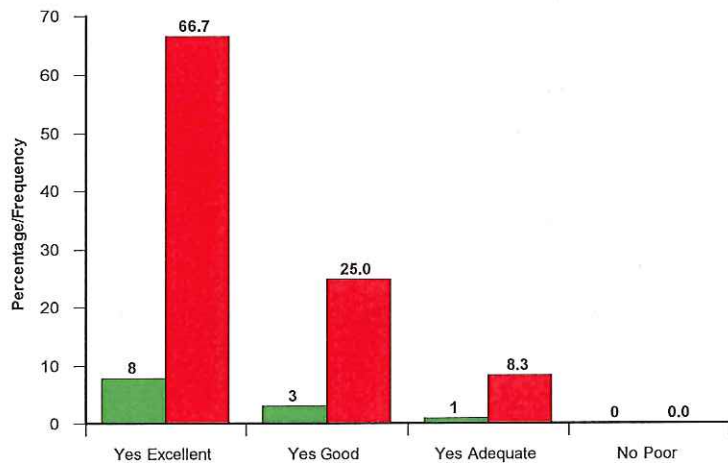
Do you consider the Council's charges to be reasonable in relation to the overall cost of the funeral?



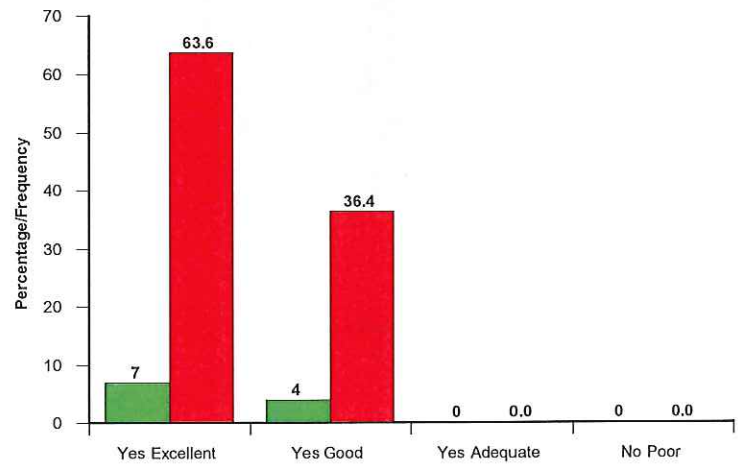
Have you found the Cemetery/Crematorium employees dressed appropriately for the service that is being provided?



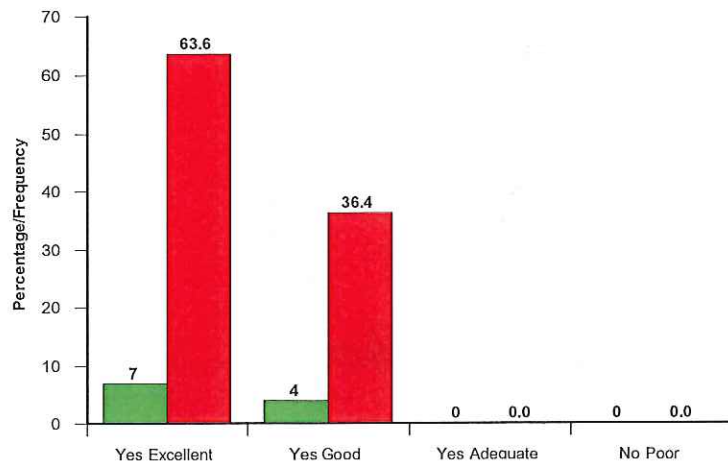
Was the service provided at the time and place you specified?



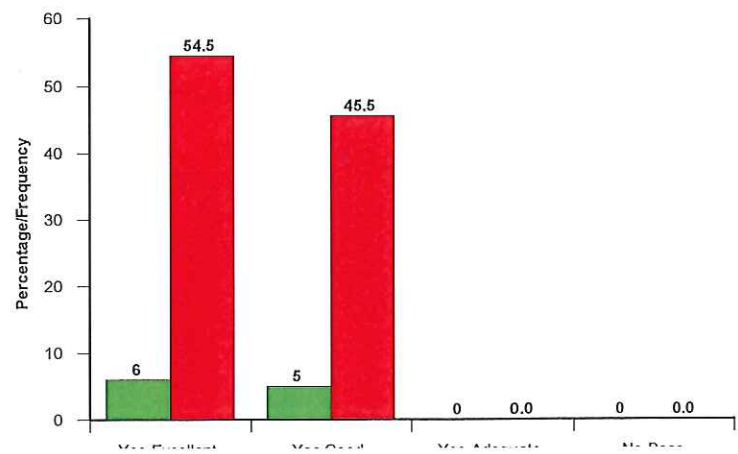
Was the literature provided clear and understandable?



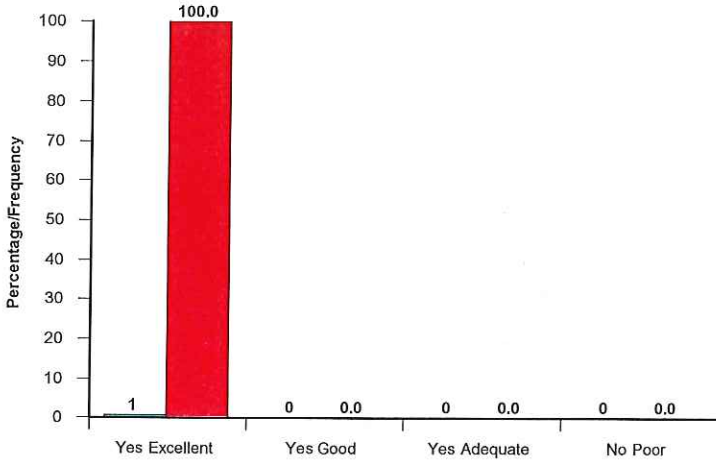
Was the grave preparation to your satisfaction?



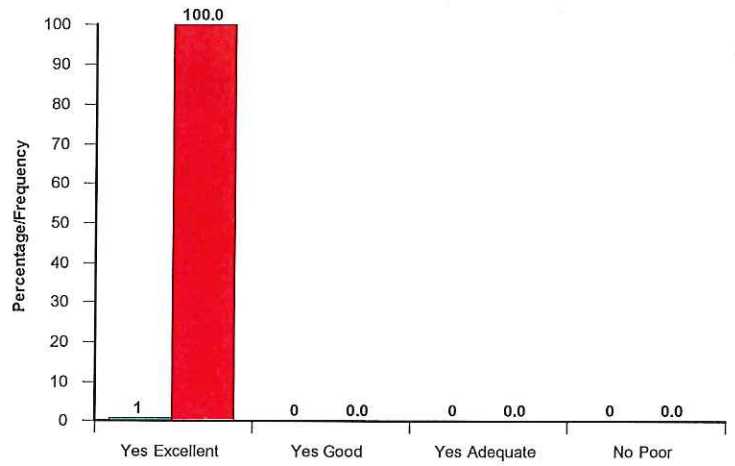
What do you think of the standard of grounds maintenance in the City Cemeteries?



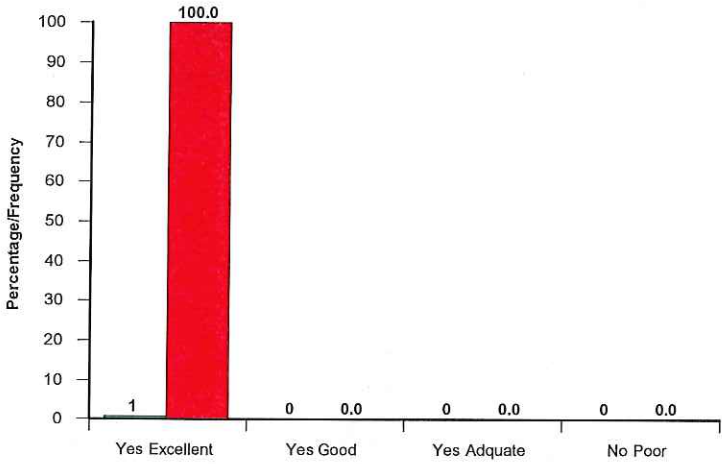
Were you satisfied with the cleanliness and appearance of the Crematorium Chapel?



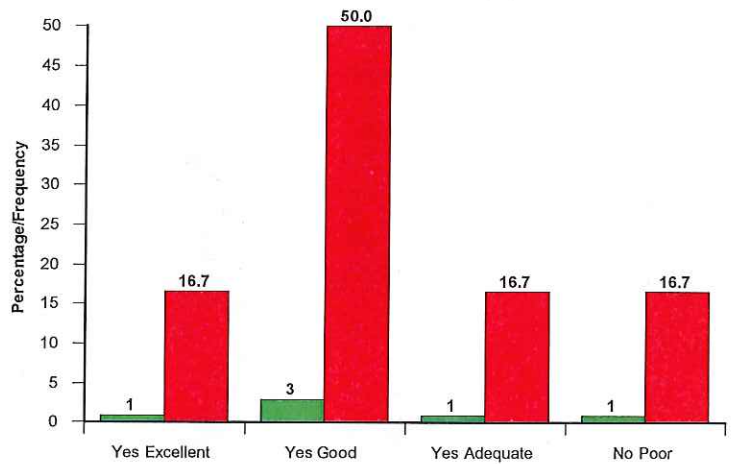
Were there ample service and hymn books available in the Chapel?



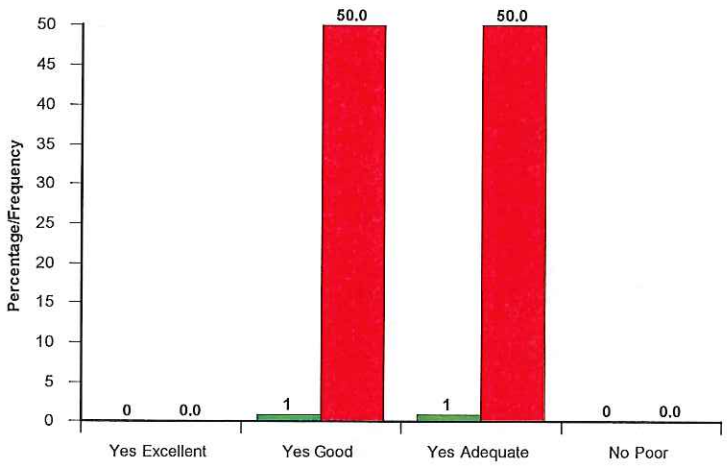
What do you think of the standard of the grounds at the Crematorium?



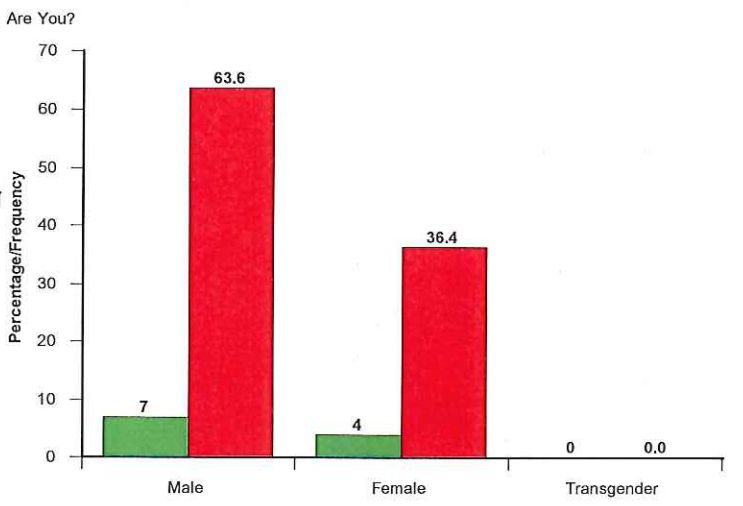
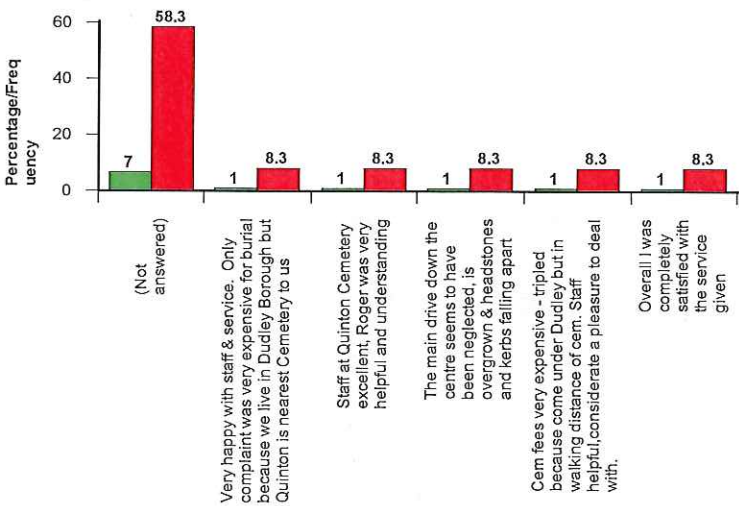
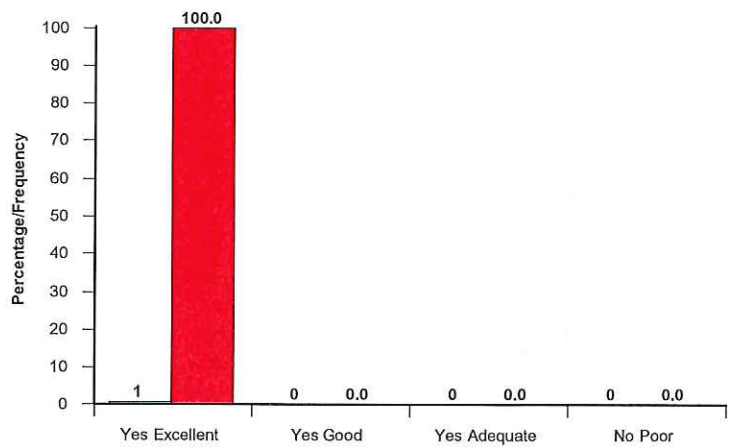
What do you think of the Council's memorialisation schemes (e.g. plaques, kerbs)?



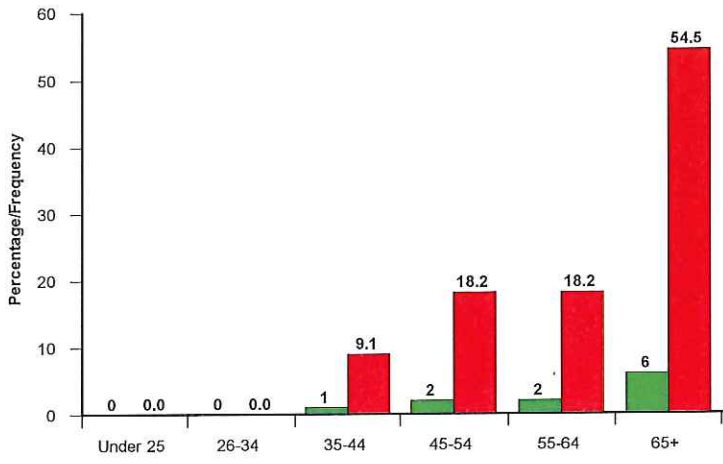
Do you consider the charges for memorialisation schemes to be reasonable?



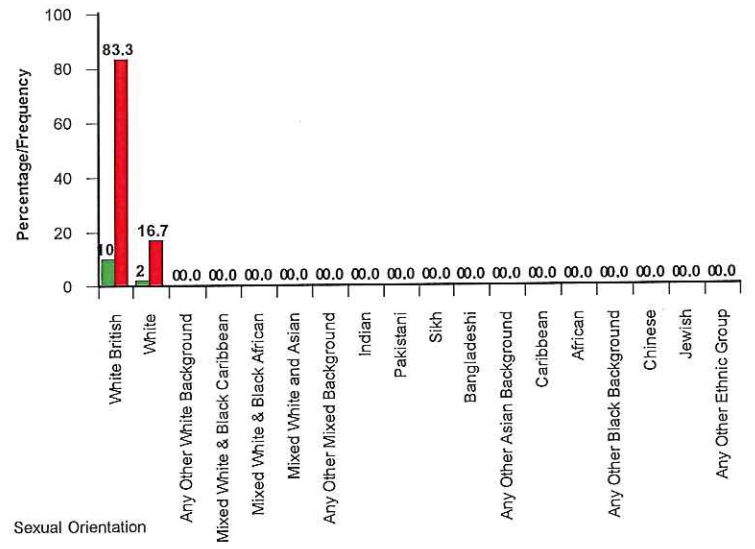
Are you satisfied with the choice of cremation memorials provided? If no, please provide further details overleaf



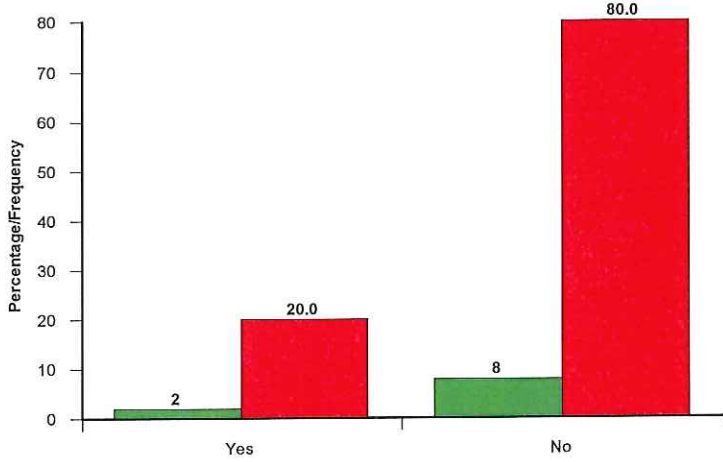
Which of the following age categories do you fit into?



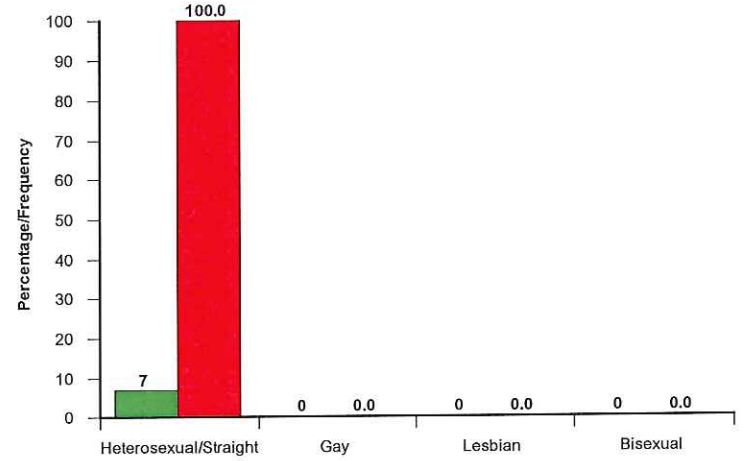
Ethnic Origin



Do you have a Disability



Sexual Orientation



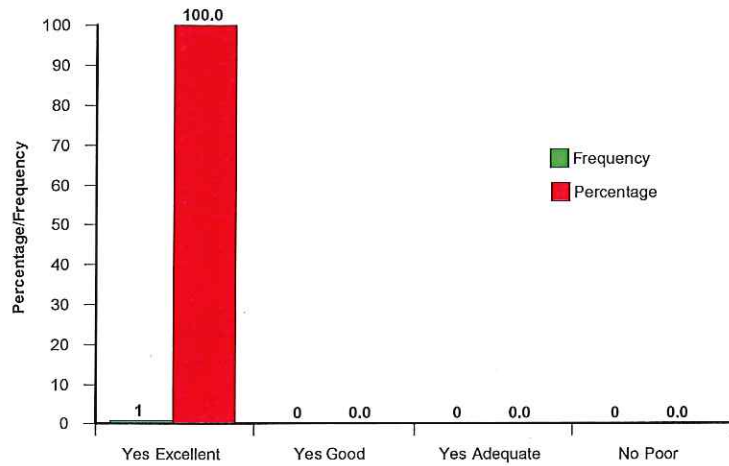
YARDLEY CEMETERY & CREMATORIUM

1 Questionnaire Returned

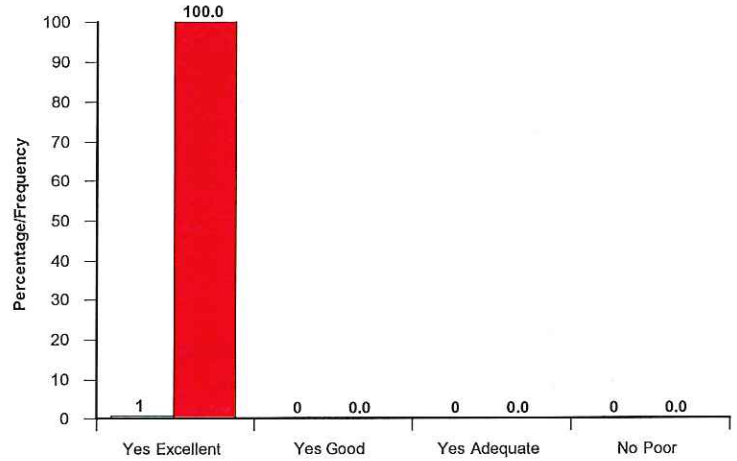
Ref: YARD0713

30th September 2013

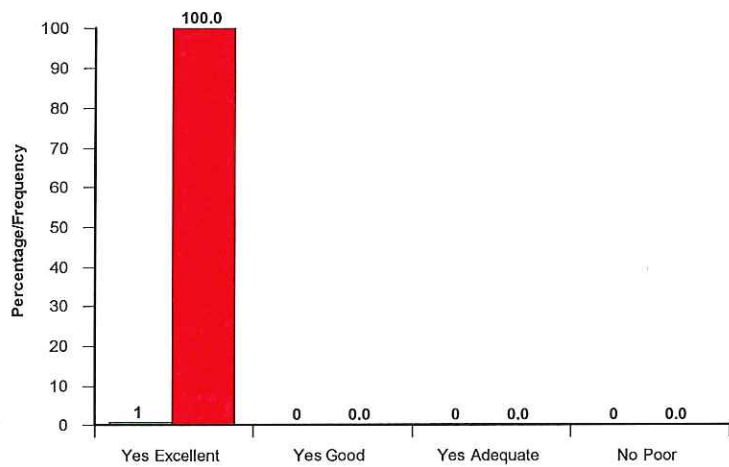
What is your overall impression of the Council's Cemeteries and Crematoria Services?



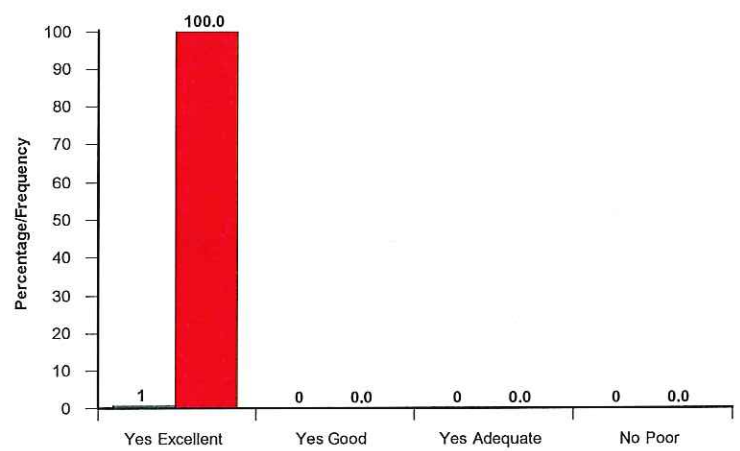
Did you find the Council's staff to be helpful and courteous?



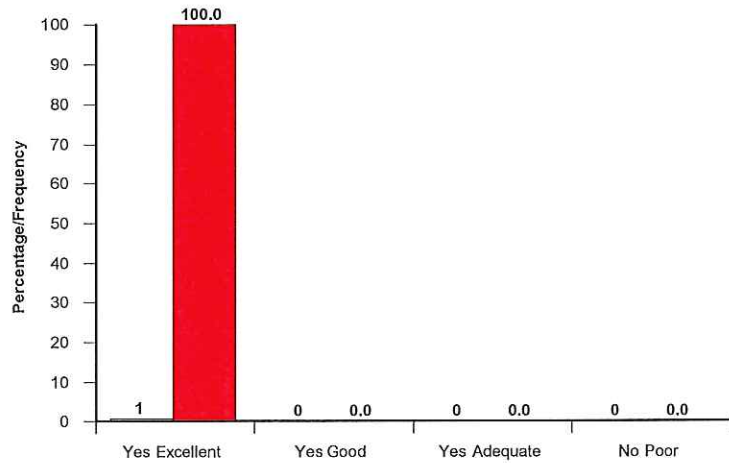
Do you consider the Council's charges to be reasonable in relation to the overall cost of the funeral?



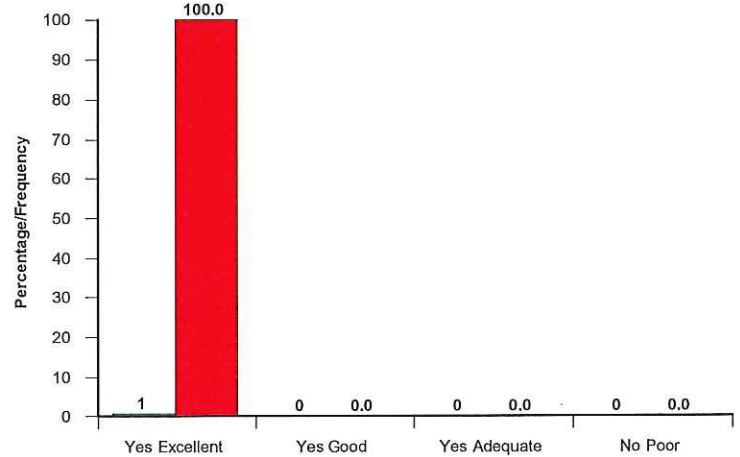
Have you found the Cemetery/Crematorium employees dressed appropriately for the service that is being provided?



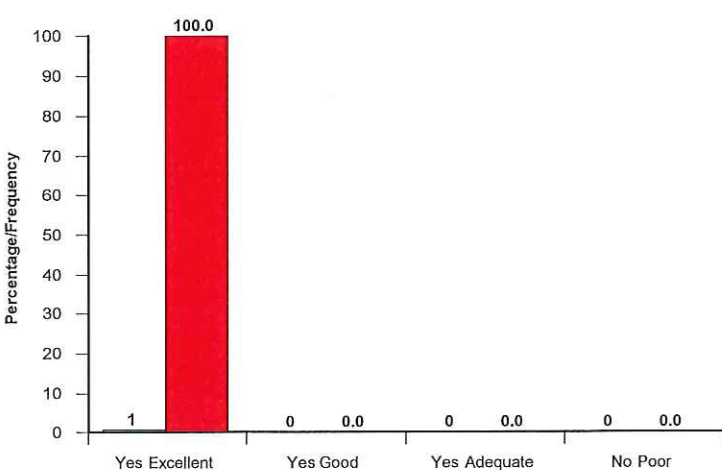
Was the service provided at the time and place you specified?



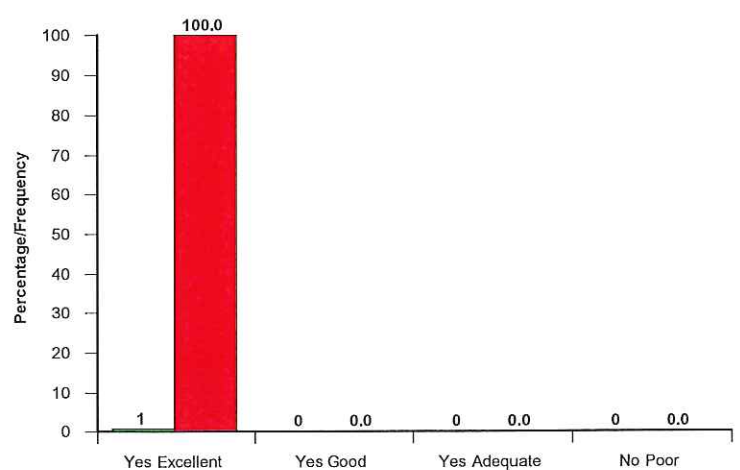
Was the literature provided clear and understandable?



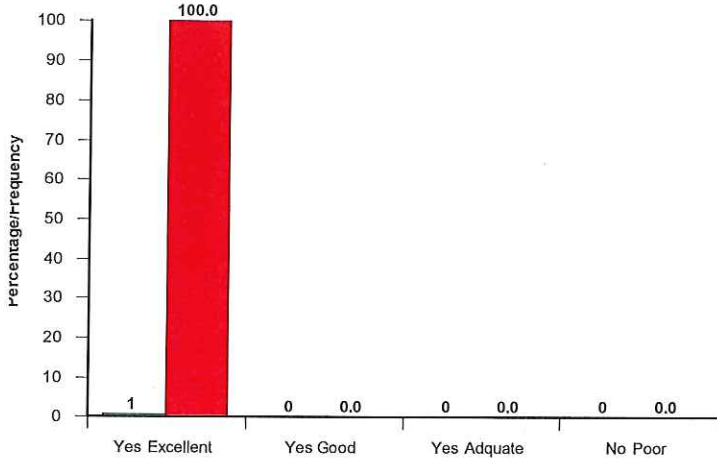
Were you satisfied with the cleanliness and appearance of the Crematorium Chapel?



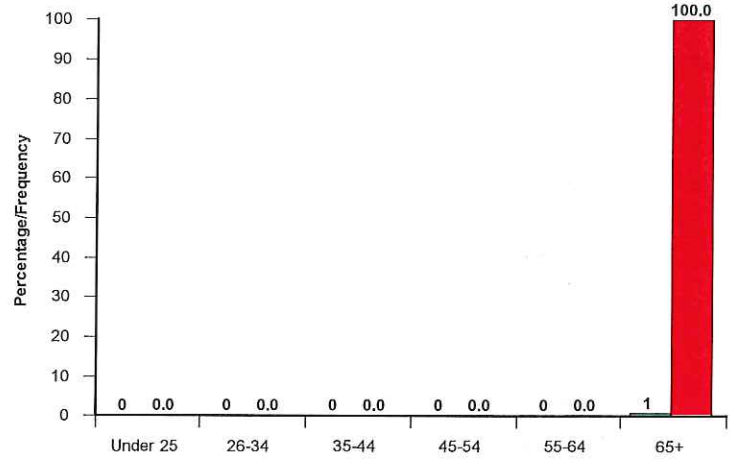
Were there ample service and hymn books available in the Chapel?



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



Which of the following age categories do you fit into?



Ethnic Origin

