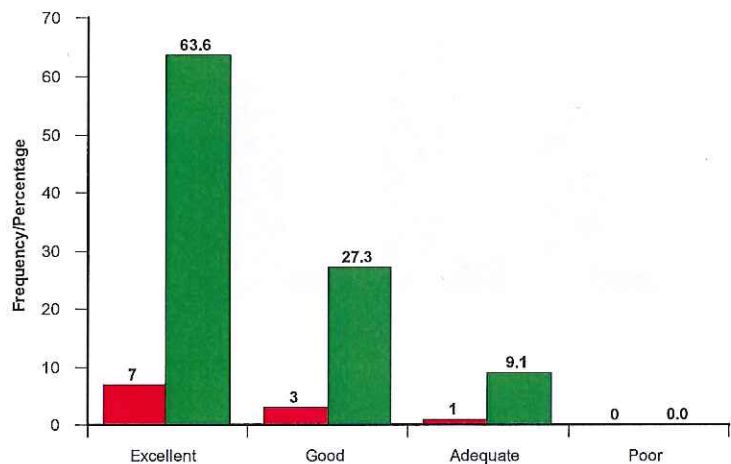


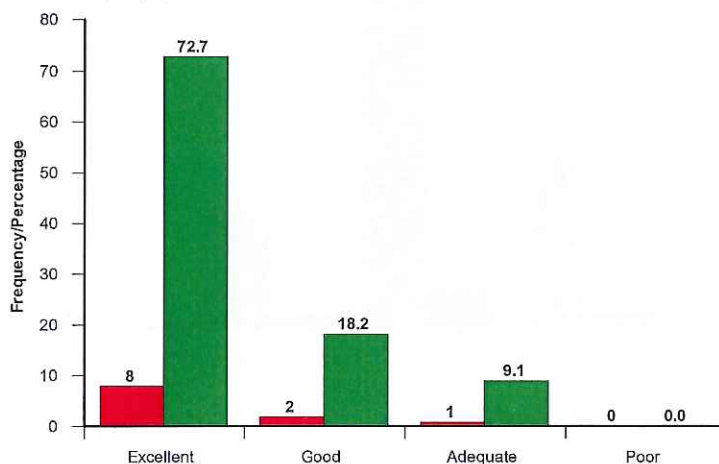
Bereavement Services Consultation with Funeral Directors 2014 - Cemeteries

Handsworth Cemetery

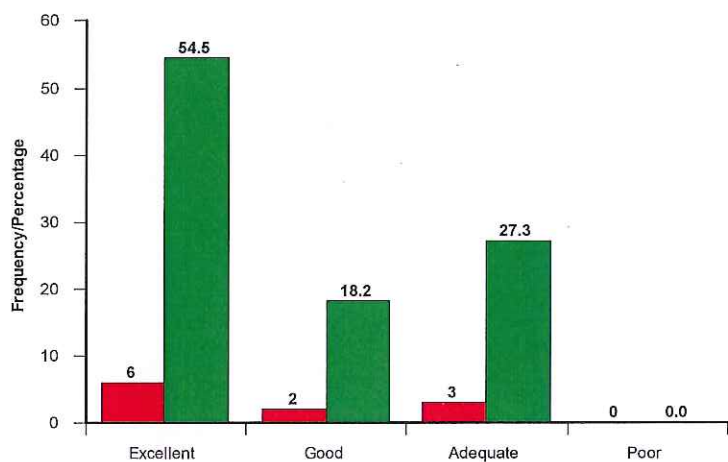
Your Overall Satisfaction with the Service



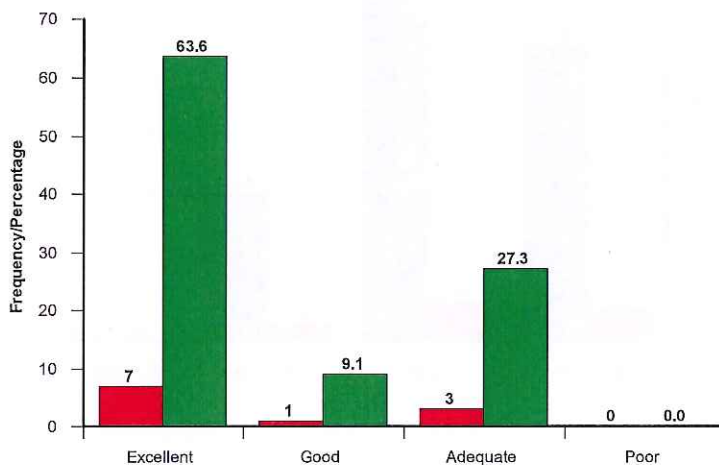
The Cemetery Employees Manner/Conduct



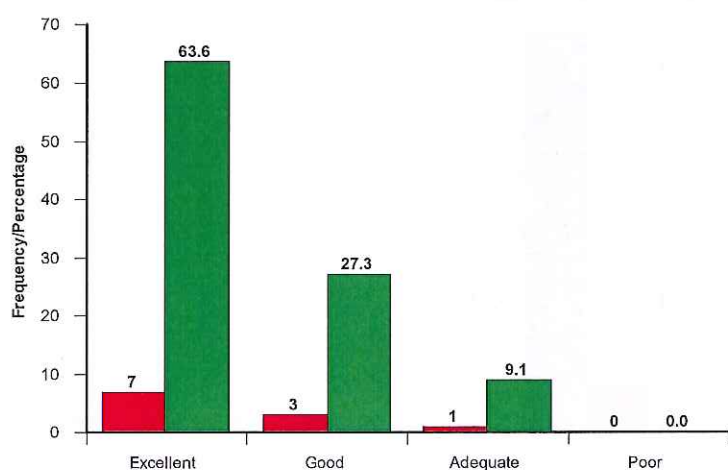
The Cemetery Employees Appearance



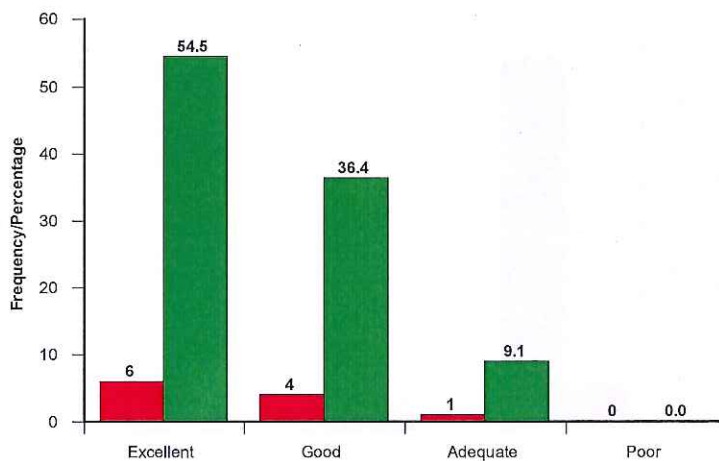
The Cemetery Office Employees Manner/Conduct



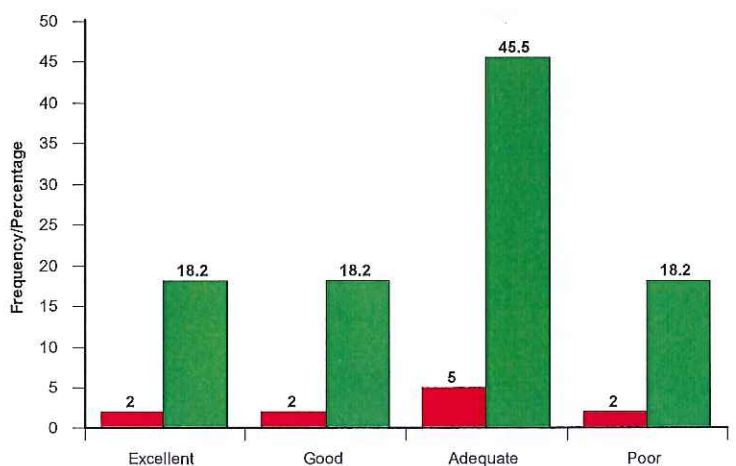
The Cemetery Office Employees Appearance



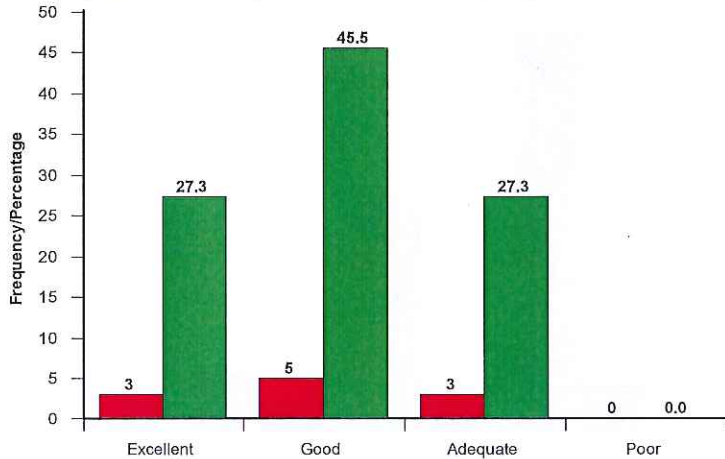
The Opening and Closing Times



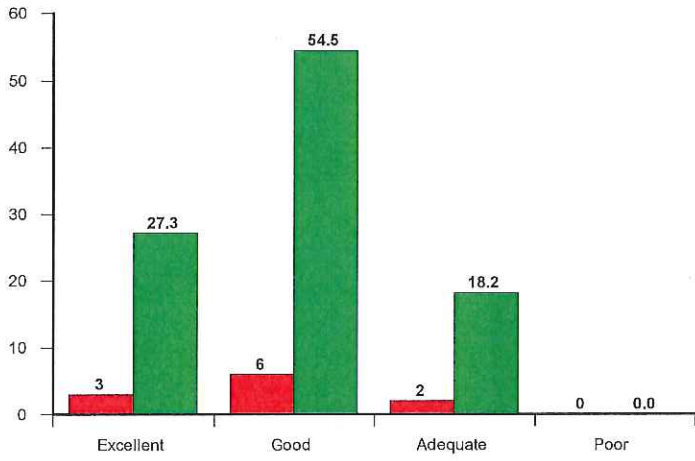
Cemetery Charges as Value for Money



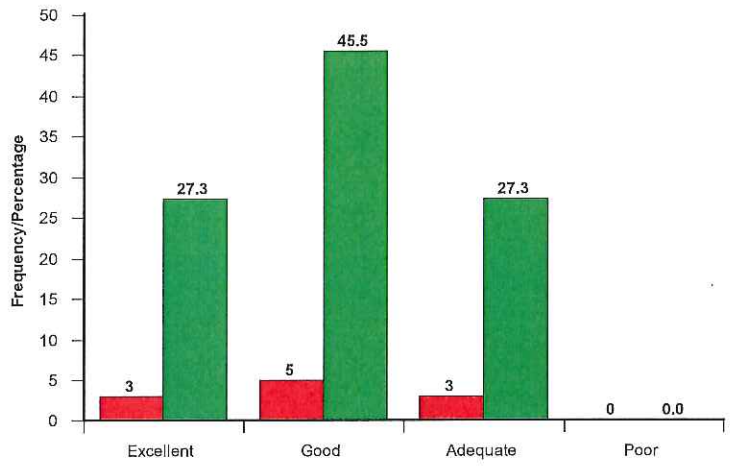
Upkeep of Roads and Pathways



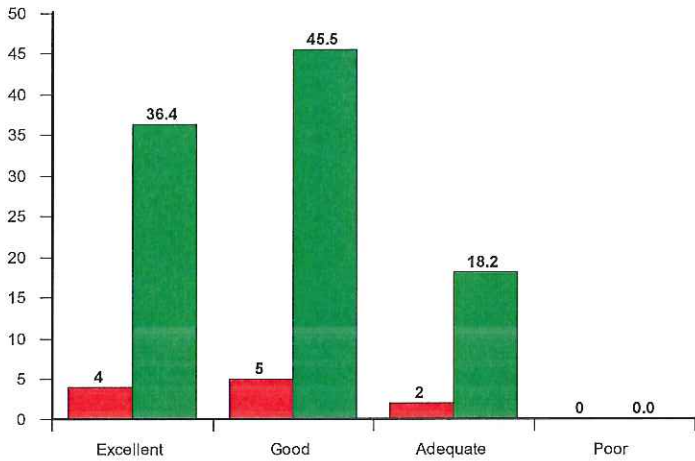
Standard of Grounds Maintenance



Parking Facilities

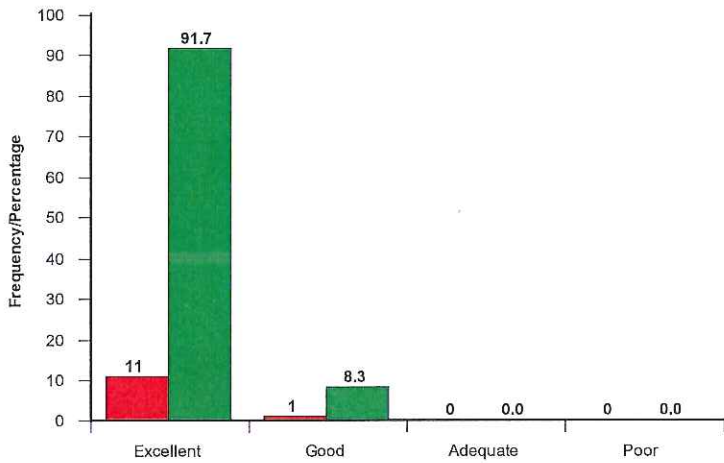


Access to the Cemetery Offices

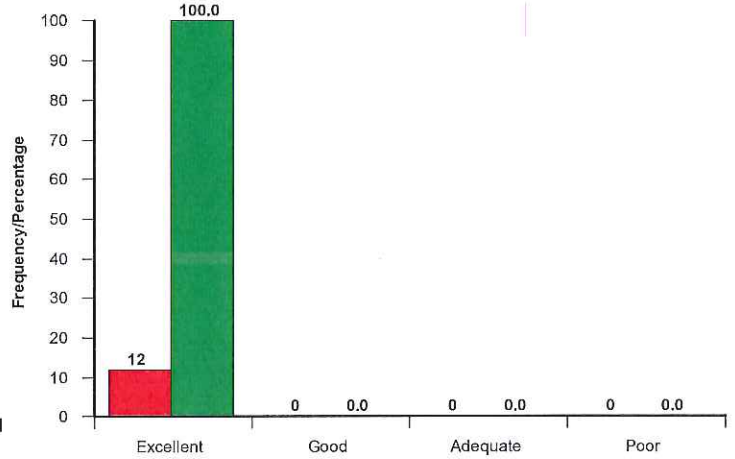


Kings Norton Cemetery

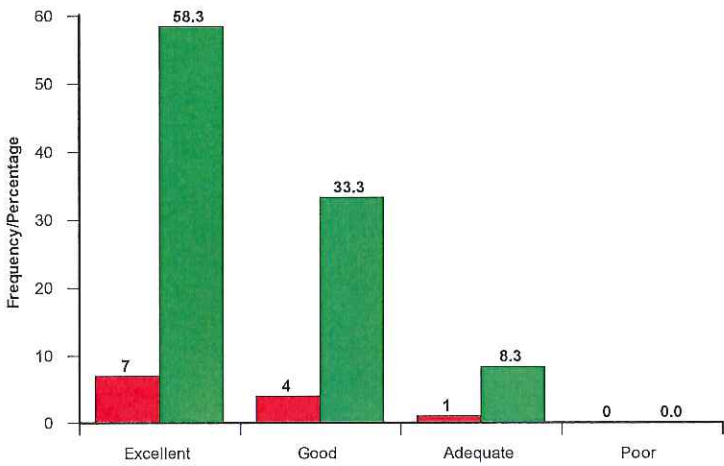
Your Overall Satisfaction with the Service



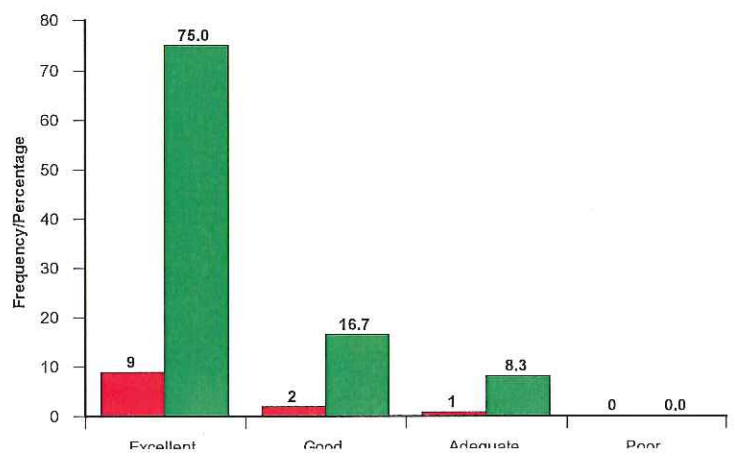
The Cemetery Employees Manner/Conduct



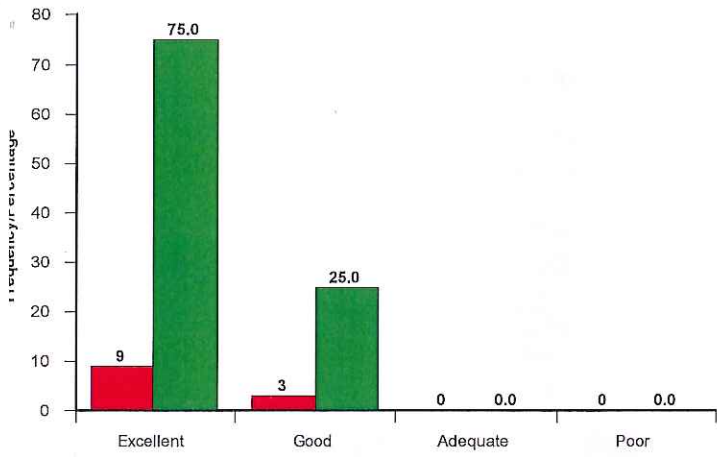
The Cemetery Employees Appearance



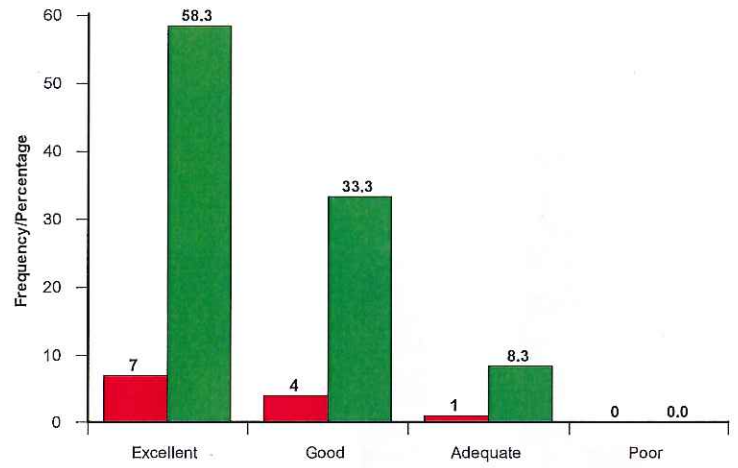
The Cemetery Office Employees Manner/Conduct



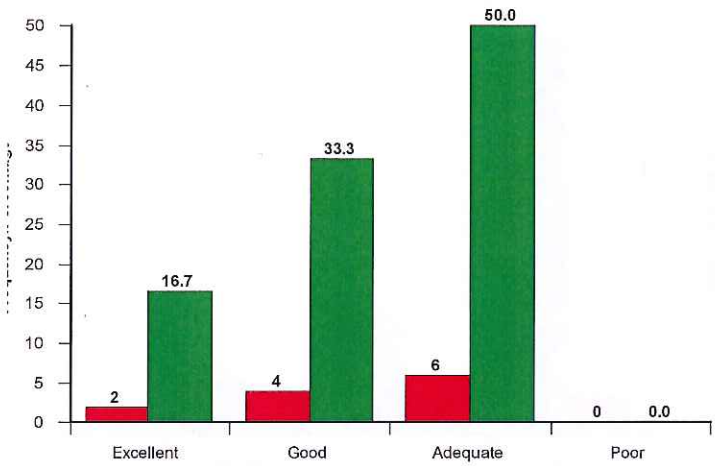
The Cemetery Office Employees Appearance



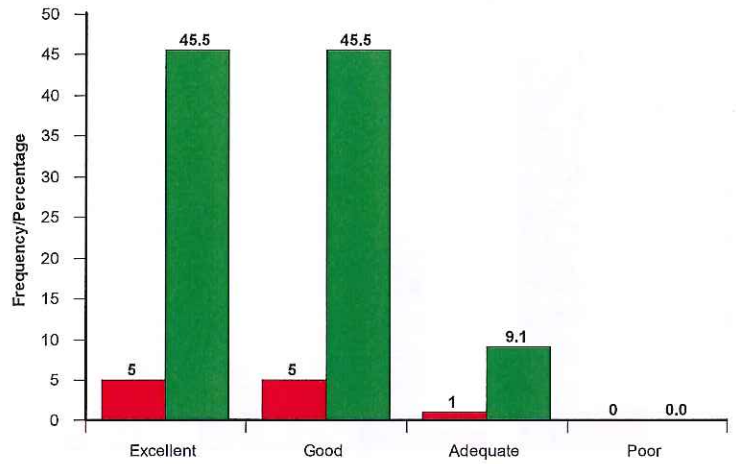
The Opening and Closing Times



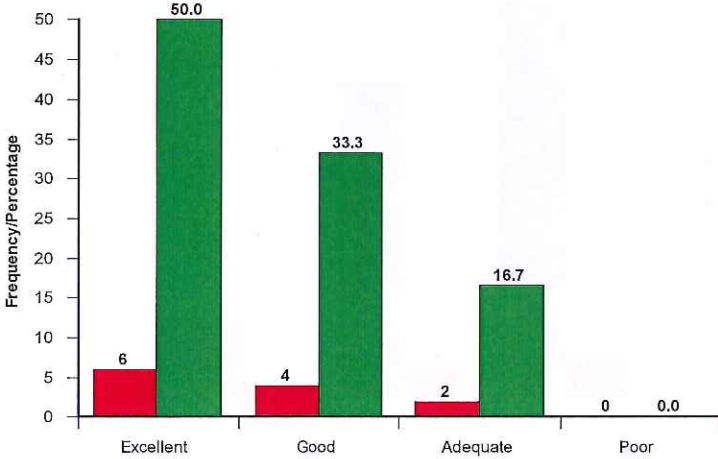
Cemetery Charges as Value for Money



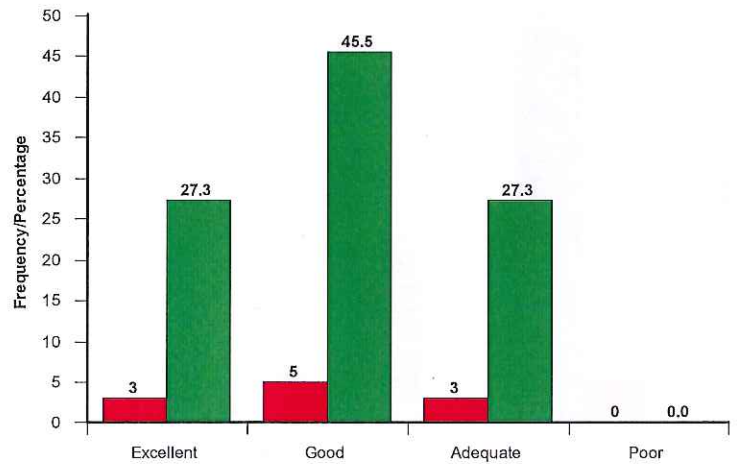
Upkeep of Roads and Pathways



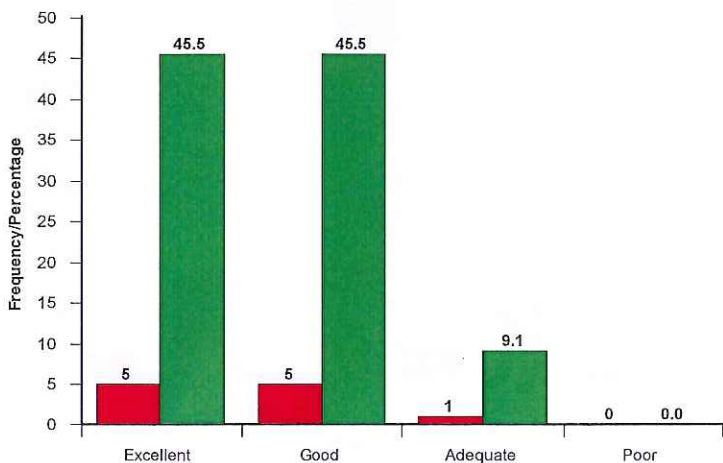
Standard of Grounds Maintenance



Parking Facilities

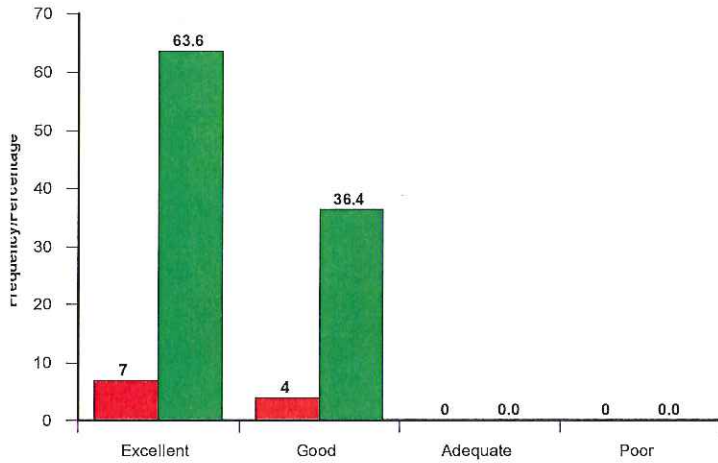


Access to the Cemetery Offices

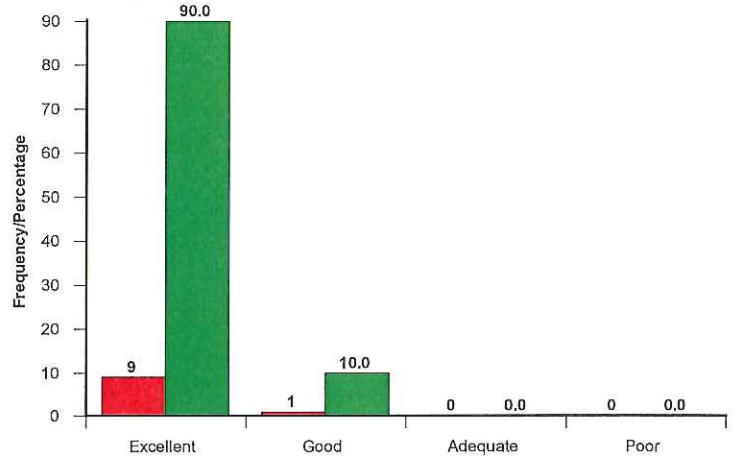


Brandwood End Cemetery

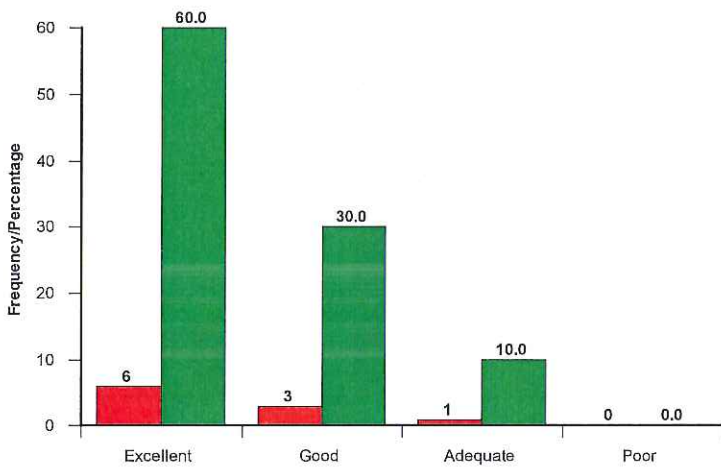
Your Overall Satisfaction with the Service



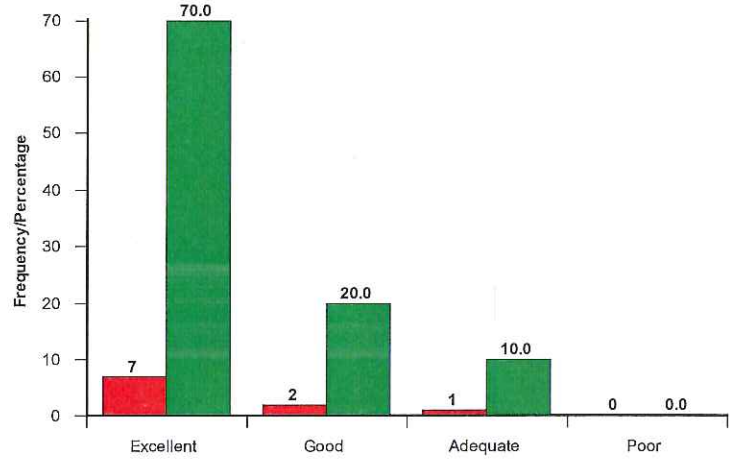
The Cemetery Employees Manner/Conduct



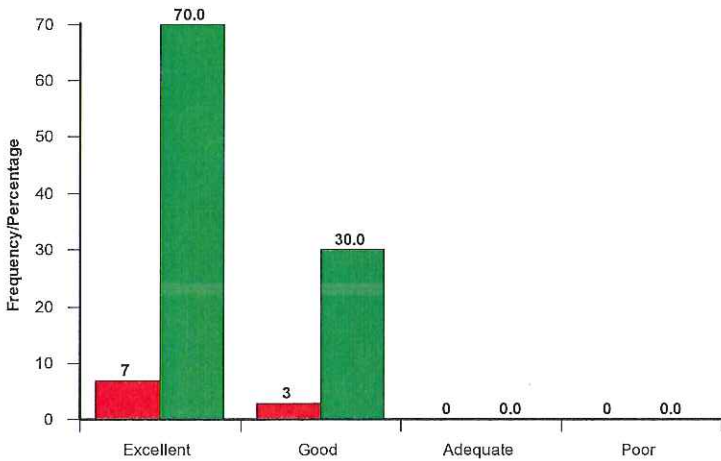
The Cemetery Employees Appearance



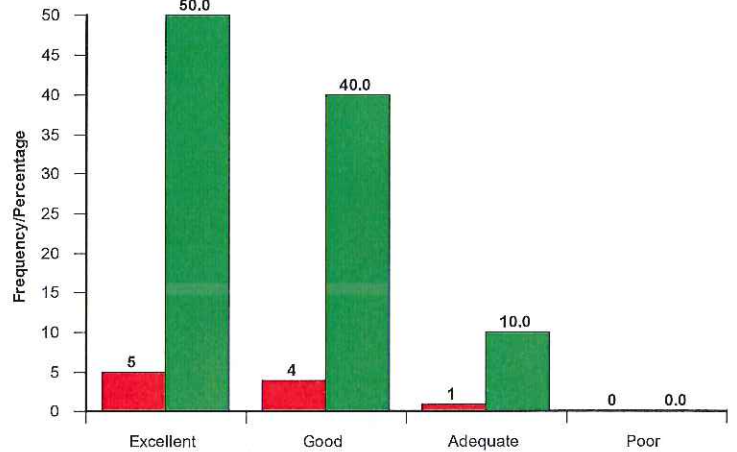
The Cemetery Office Employees Manner/Conduct



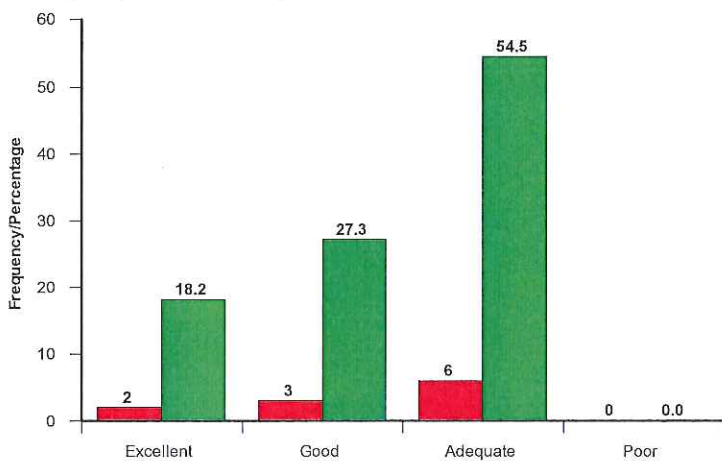
The Cemetery Office Employees Appearance



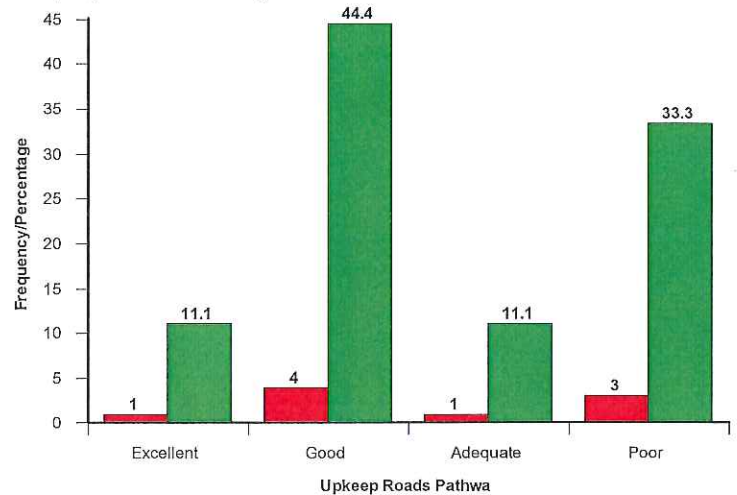
The Opening and Closing Times



Cemetery Charges as Value for Money



Upkeep of Roads and Pathways

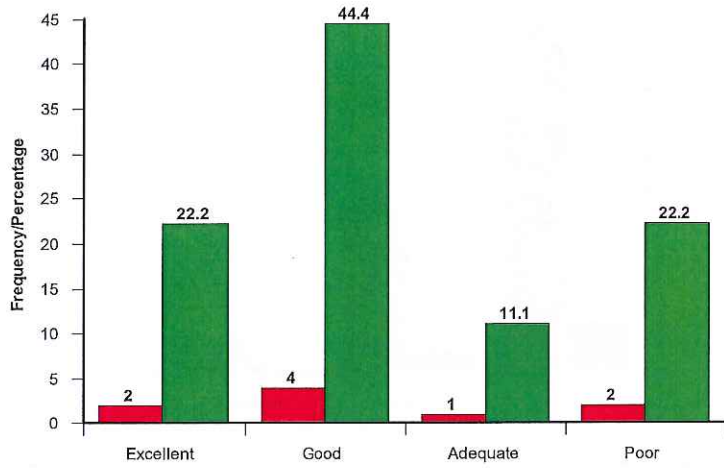


Cemetery Charges VF

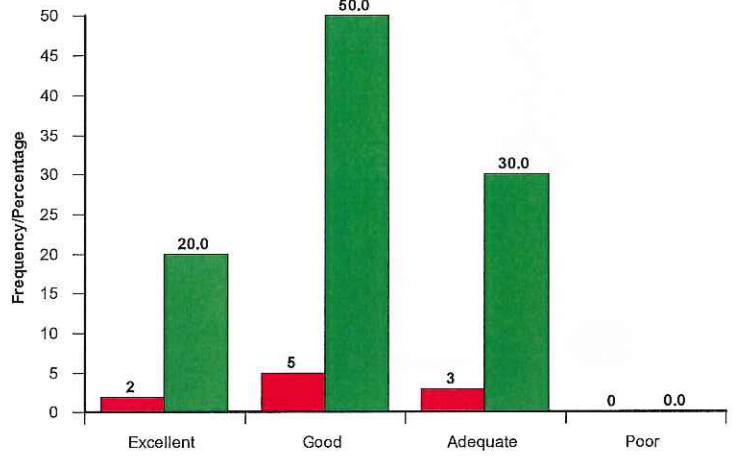
Upkeep Roads Pathwa

Brandwood End Cemetery (Cont.)

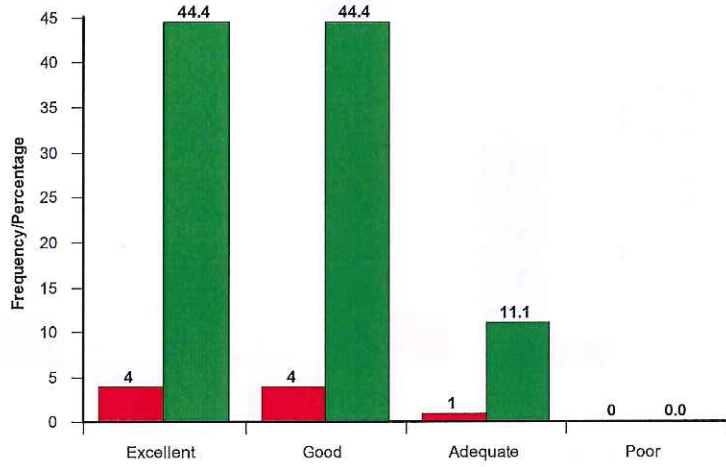
Standard of Grounds Maintenance



Parking Facilities

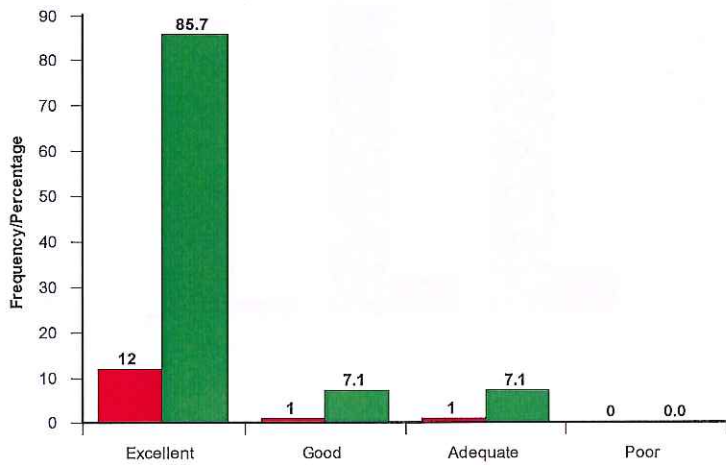


Access to the Cemetery Offices

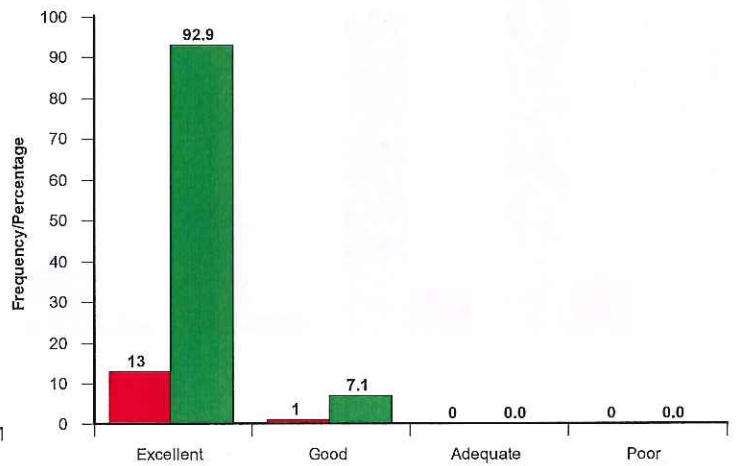


Lodge Hill Cemetery

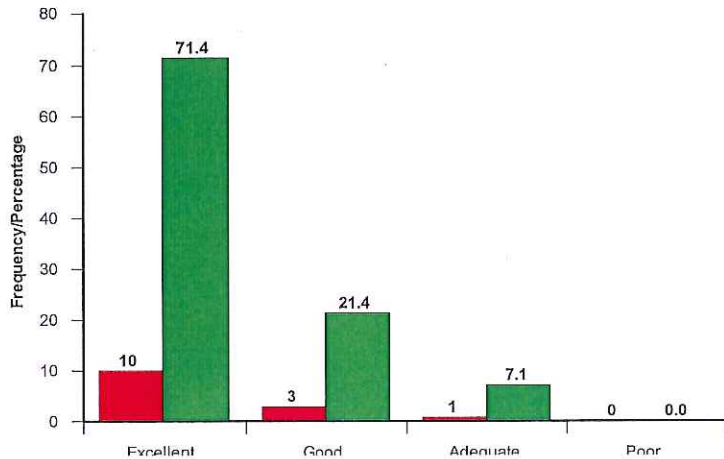
Your Overall Satisfaction with the Service



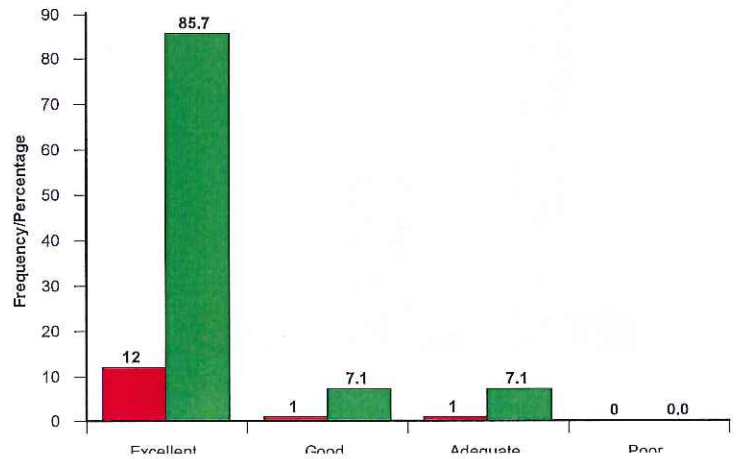
The Cemetery Employees Manner/Conduct



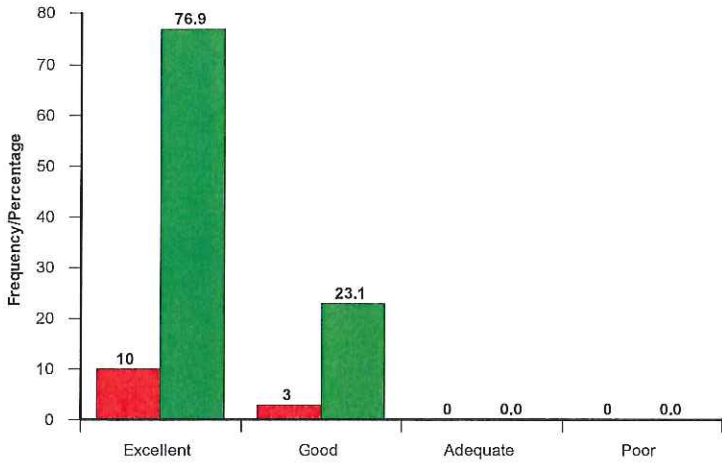
The Cemetery Employees Appearance



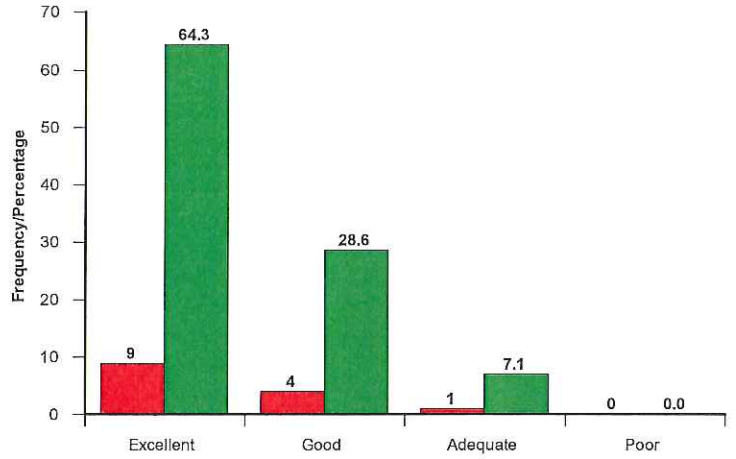
The Cemetery Office Employees Manner/Conduct



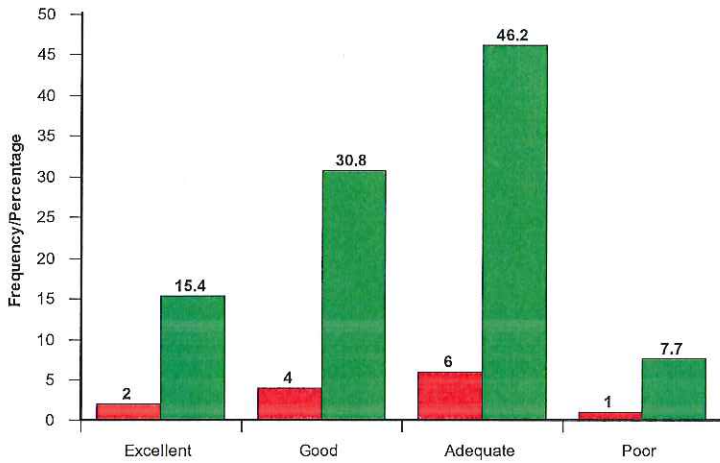
The Cemetery Office Employees Appearance



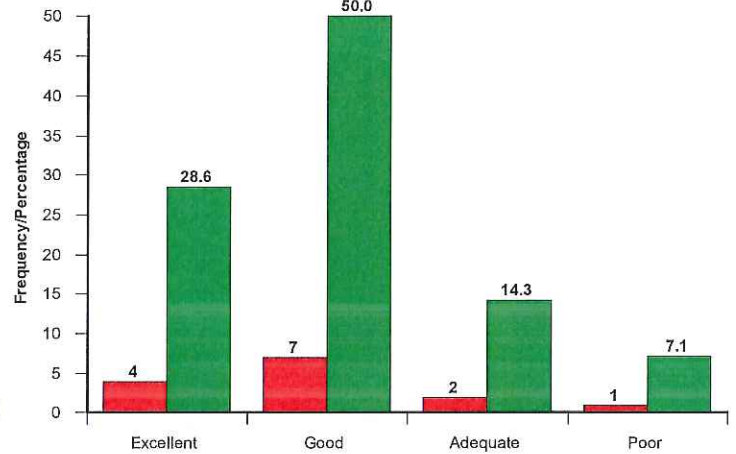
The Opening and Closing Times



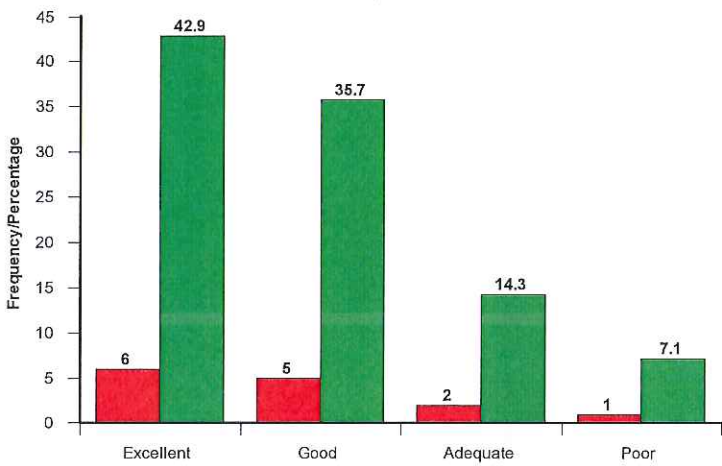
Cemetery Charges as Value for Money



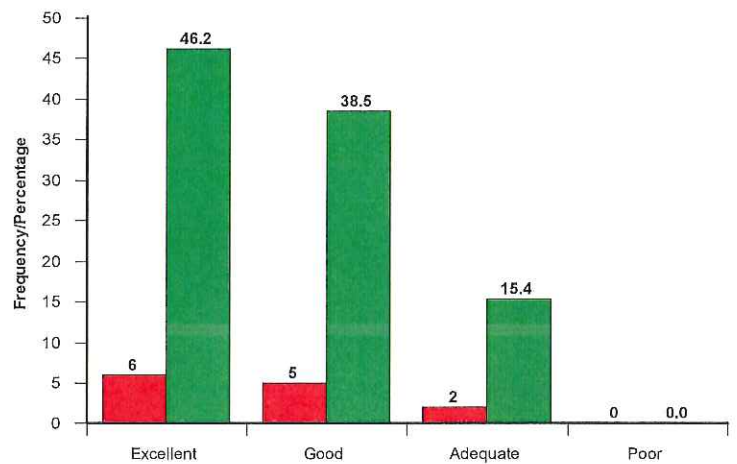
Upkeep of Roads and Pathways



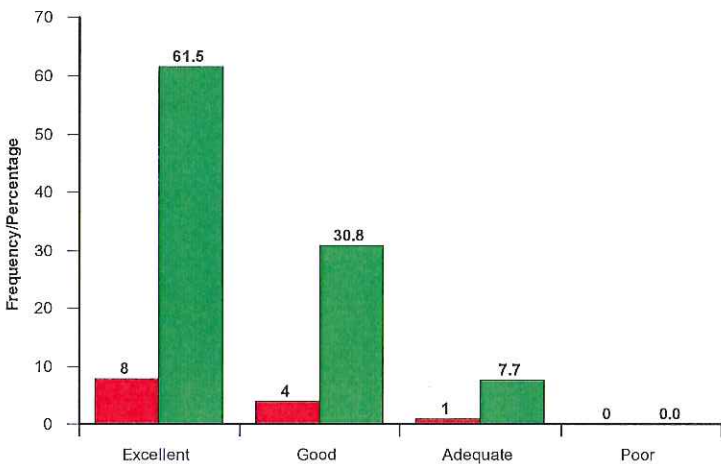
Standard of Grounds Maintenance



Parking Facilities

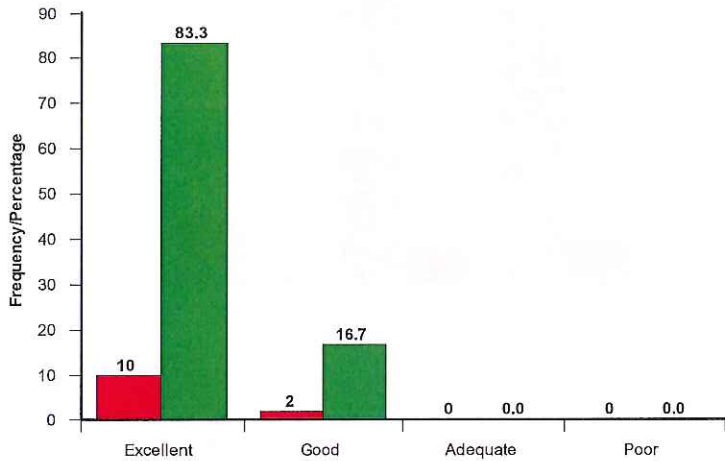


Access to the Cemetery Offices

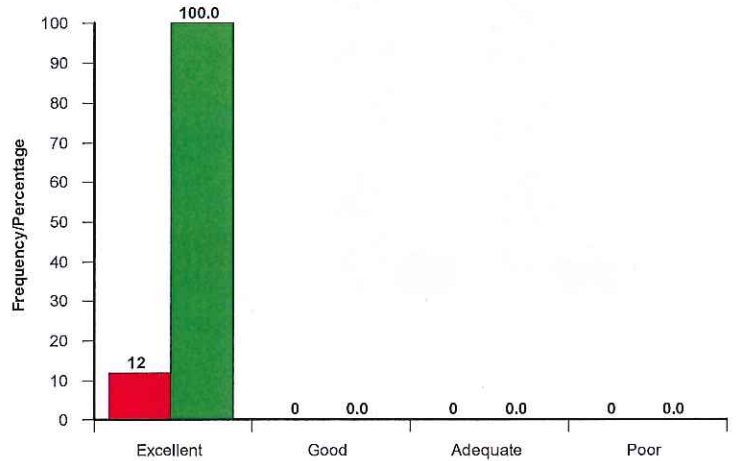


Quinton Cemetery

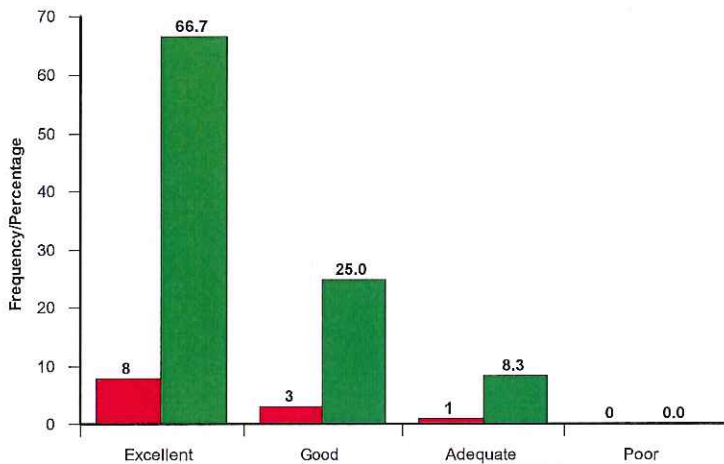
Your Overall Satisfaction with the Service



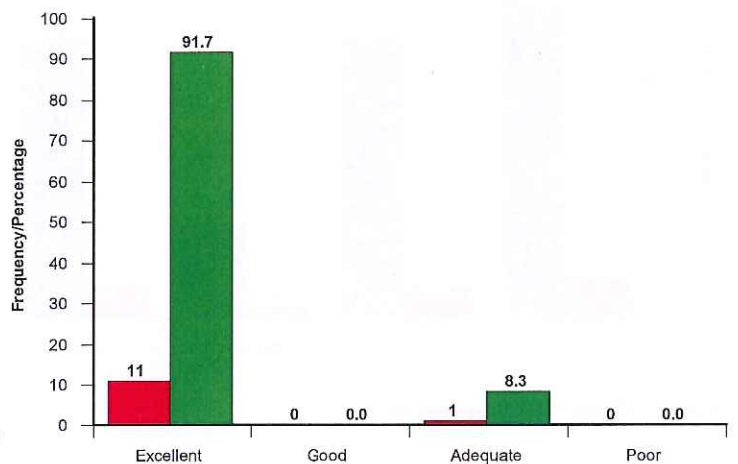
The Cemetery Employees Manner/Conduct



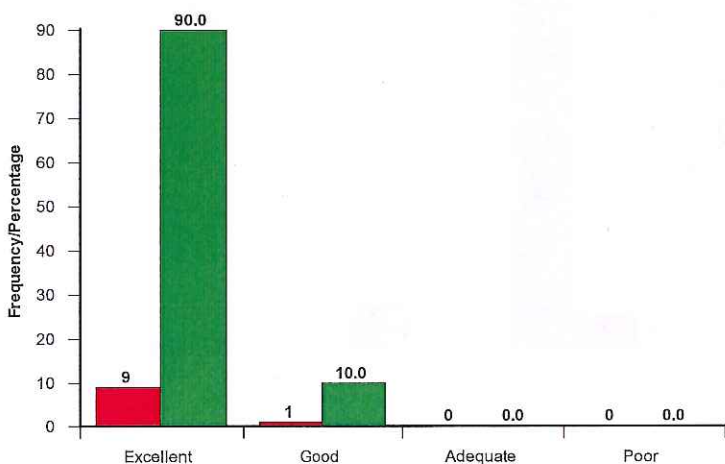
The Cemetery Employees Appearance



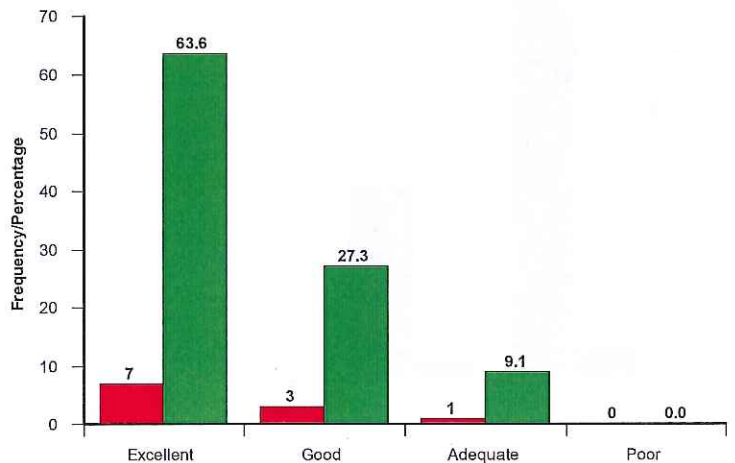
The Cemetery Office Employees Manner/Conduct



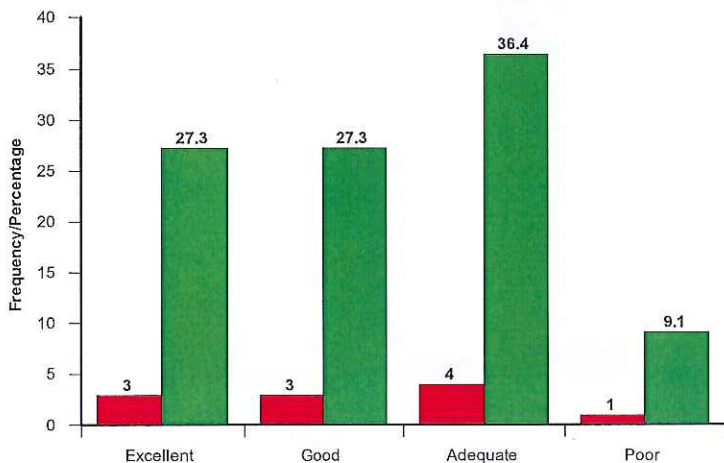
The Cemetery Office Employees Appearance



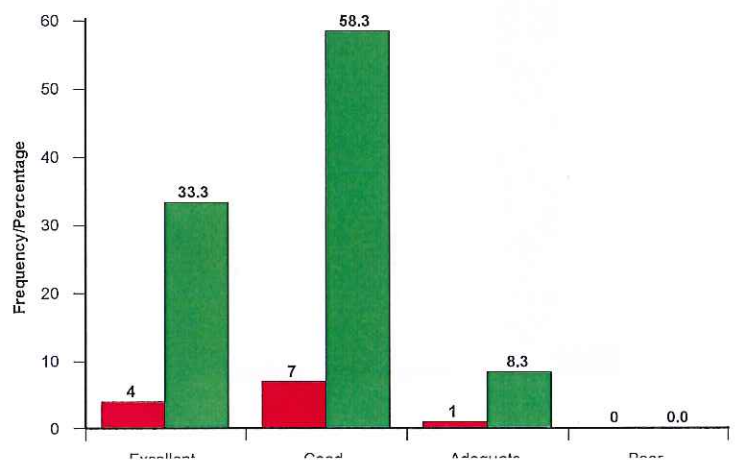
The Opening and Closing Times



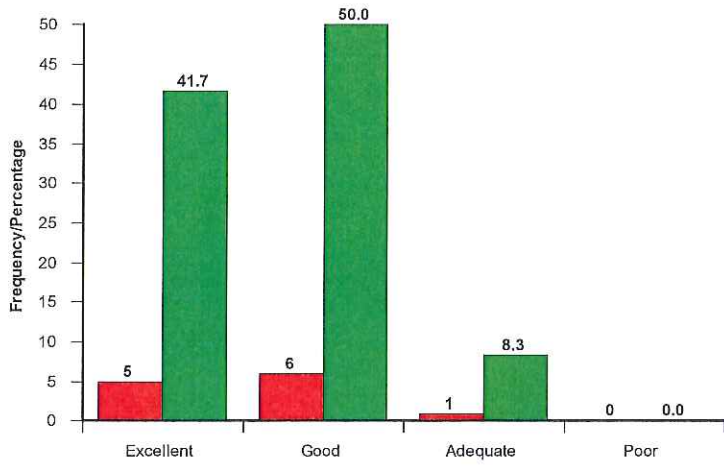
Cemetery Charges as Value for Money



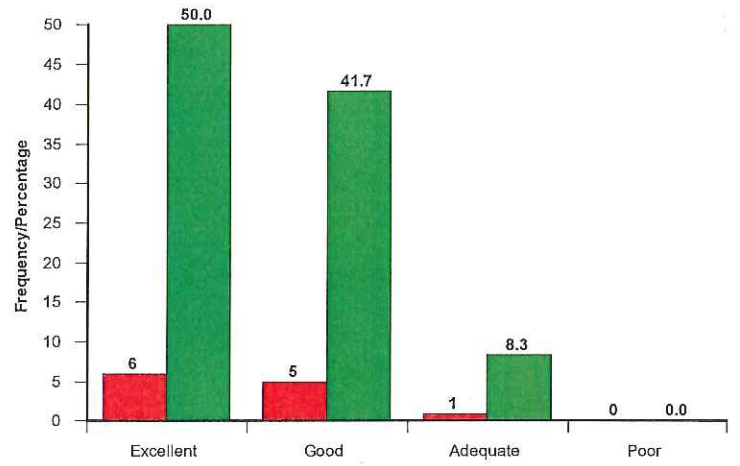
Upkeep of Roads and Pathways



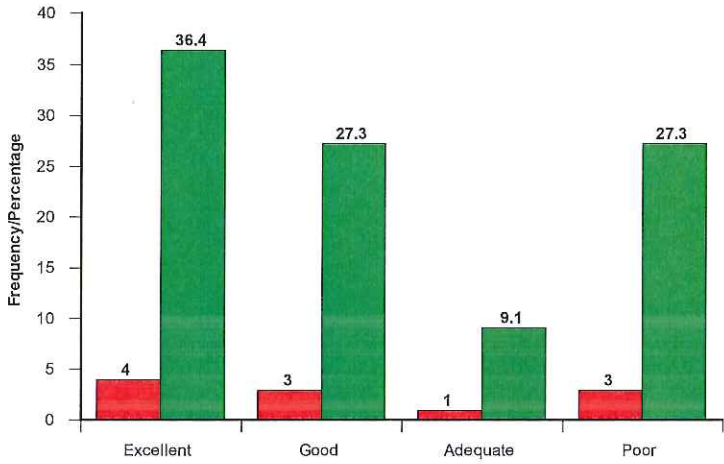
Standard of Grounds Maintenance



Parking Facilities

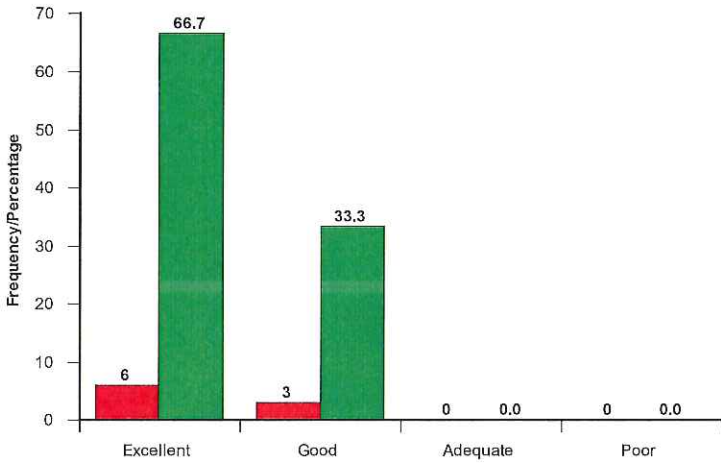


Access to the Cemetery Offices

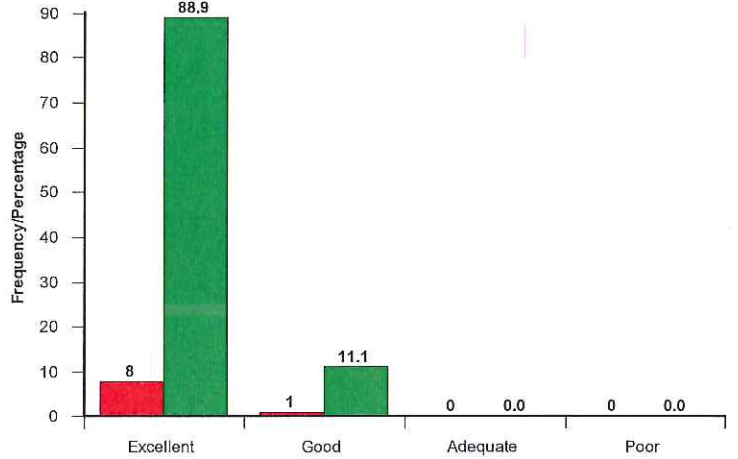


Sutton Coldfield Cemetery

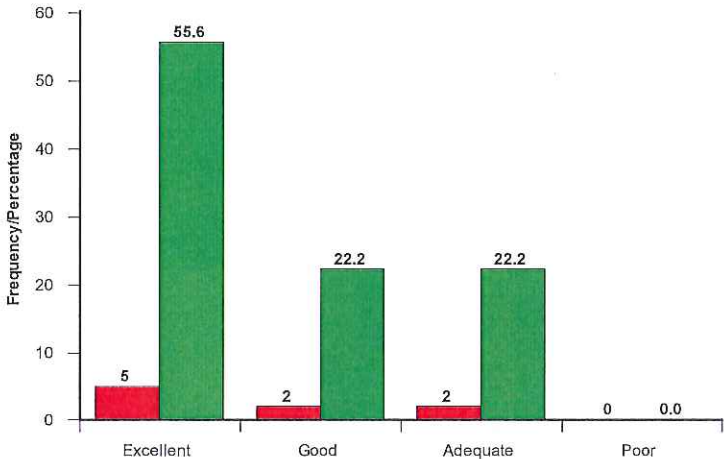
Your Overall Satisfaction with the Service



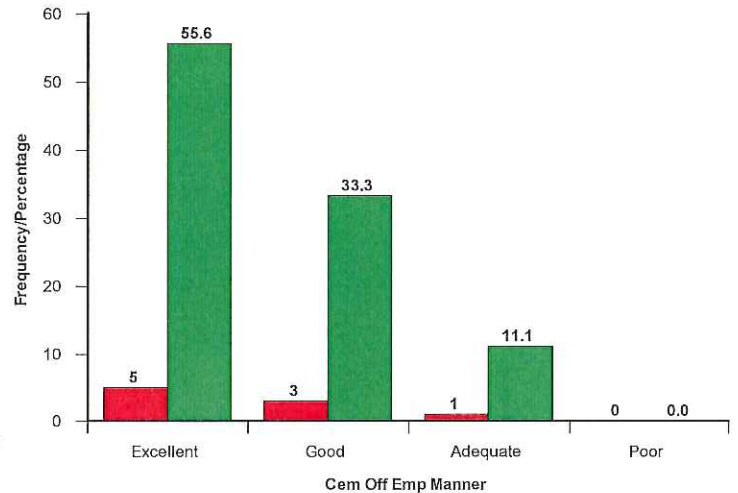
The Cemetery Employees Manner/Conduct



The Cemetery Employees Appearance



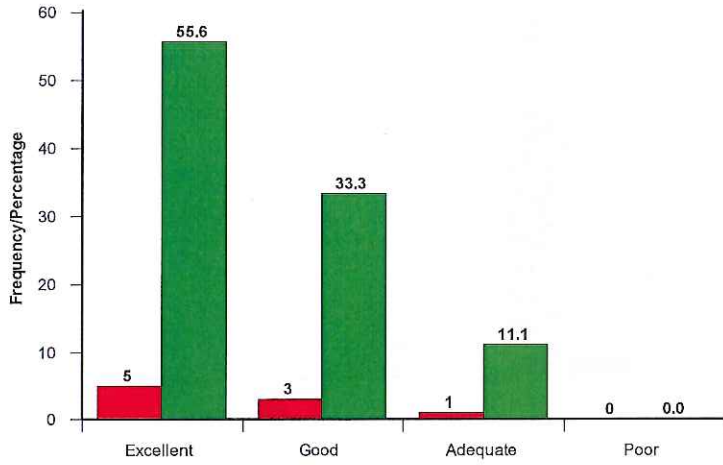
The Cemetery Office Employees Appearance



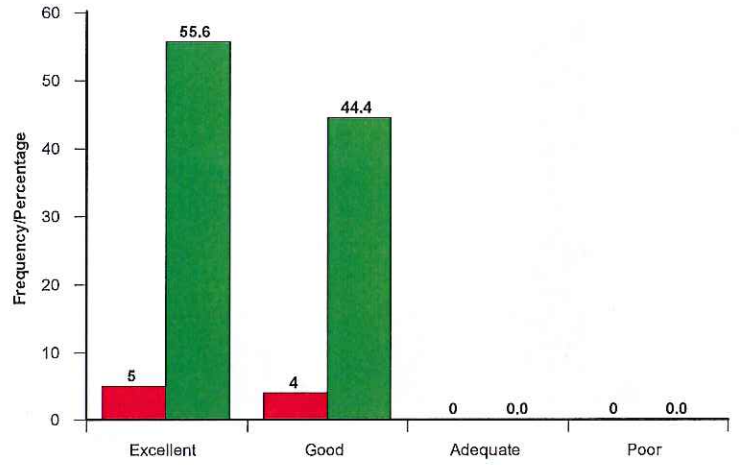
Cem Off Emp Manner

Sutton Coldfield Cemetery (Cont.)

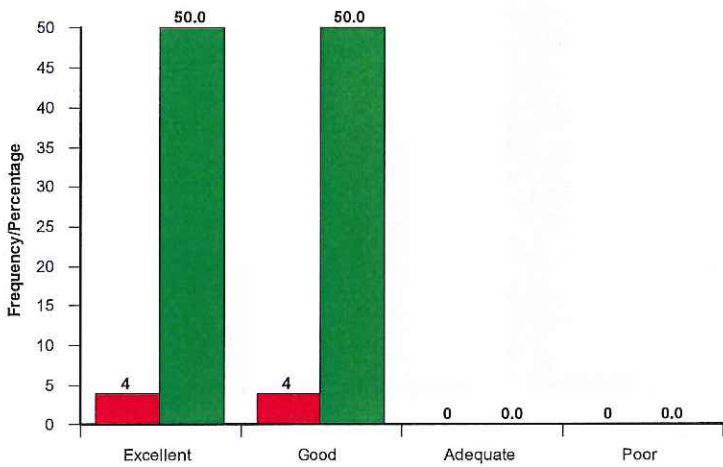
The Cemetery Office Employees Manner/Conduct



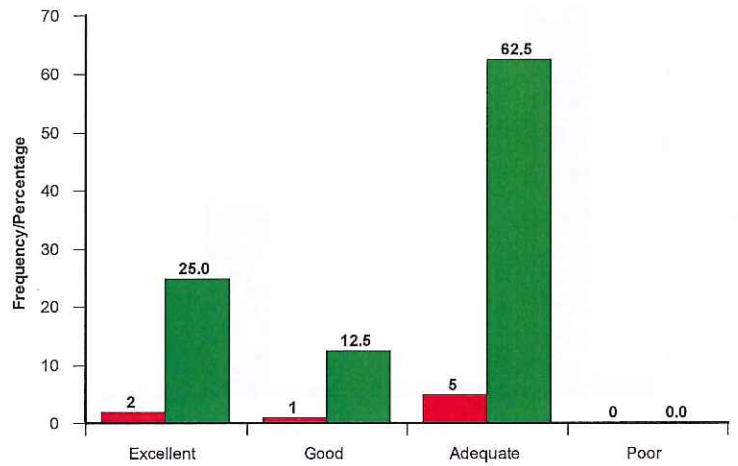
The Cemetery Office Employees Appearance



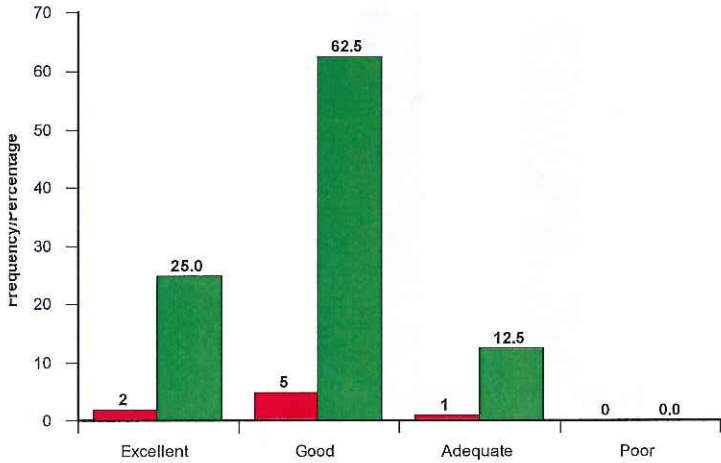
The Opening and Closing Times



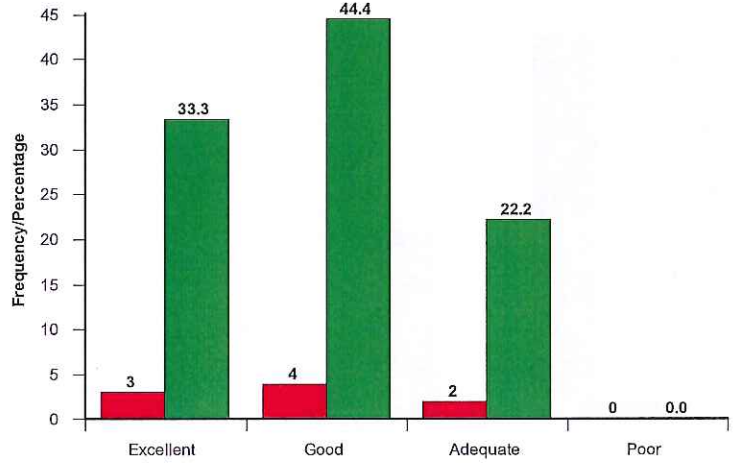
Cemetery Charges as Value for Money



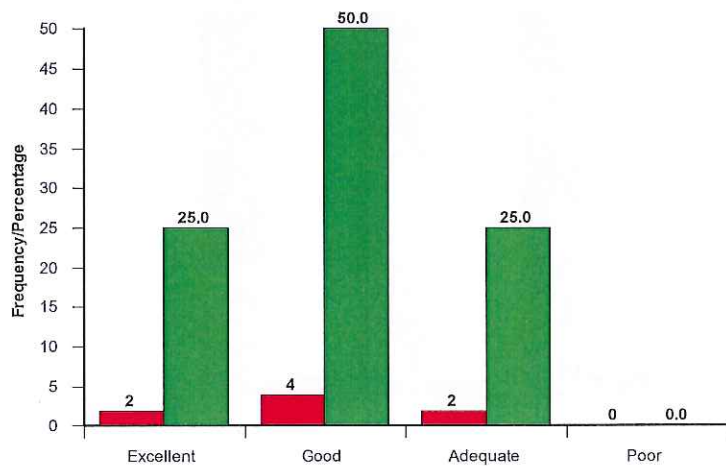
upkeep of Roads and Pathways



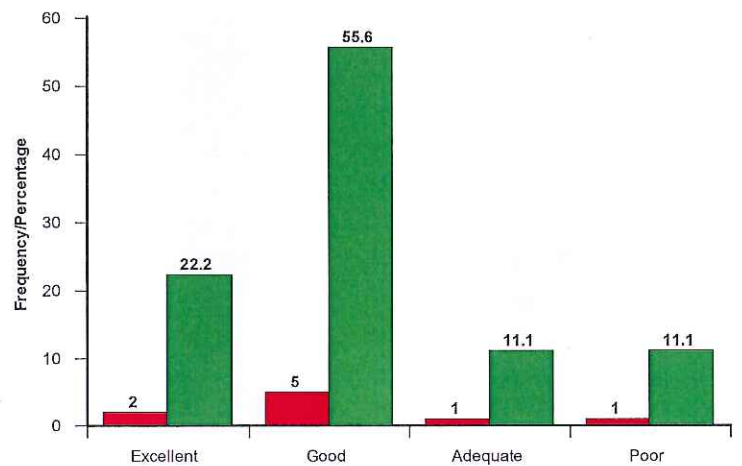
Standard of Grounds Maintenance



Parking Facilities

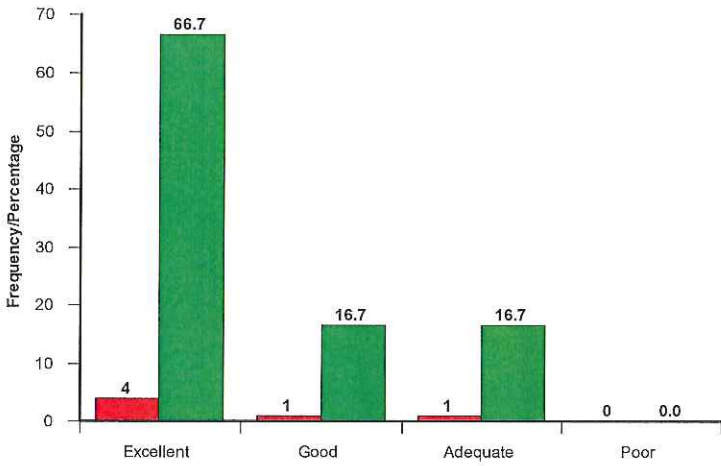


Access to the Cemetery Offices

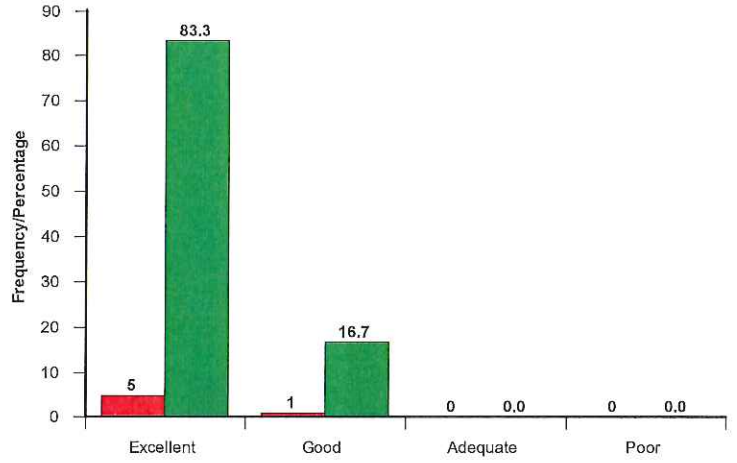


Sutton New Hall Cemetery

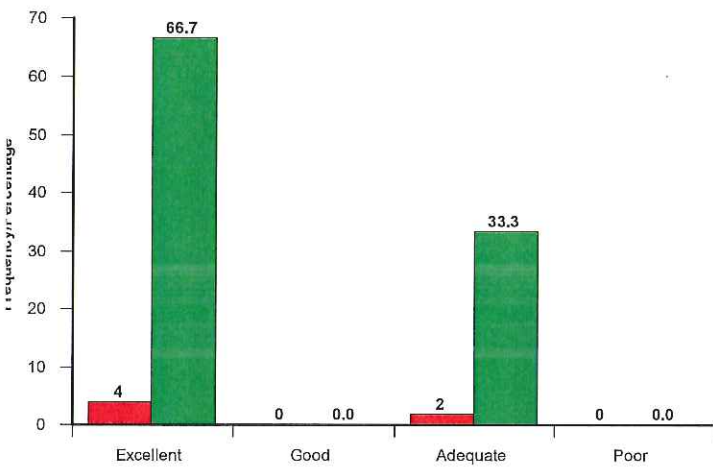
Your Overall Satisfaction with the Service



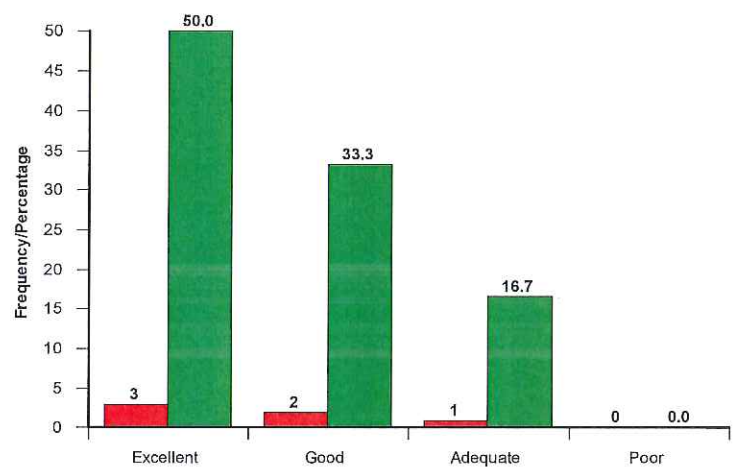
The Cemetery Employees Manner/Conduct



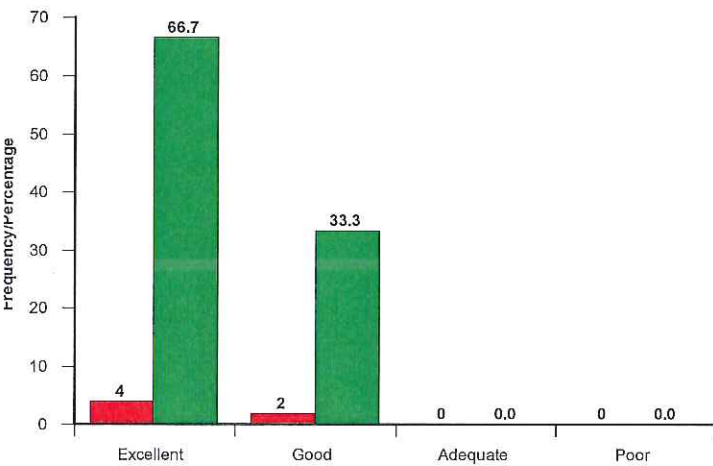
The Cemetery Employees Appearance



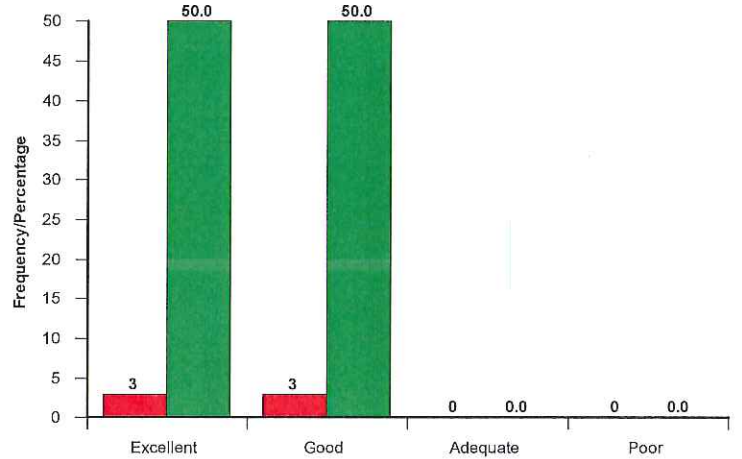
The Cemetery Office Employees Manner/Conduct



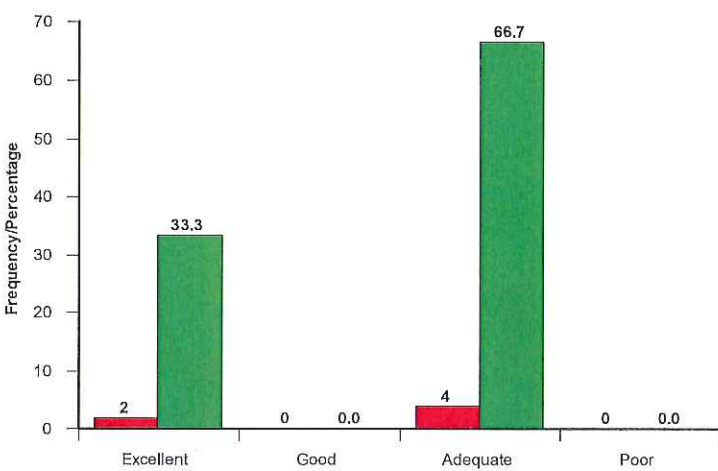
The Cemetery Office Employees Appearance



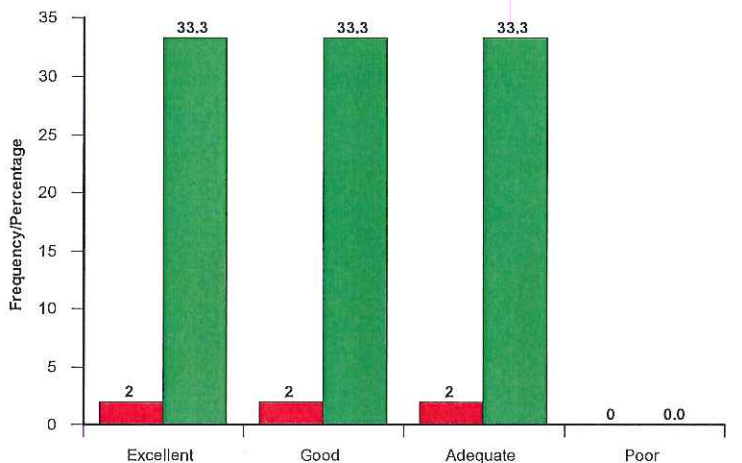
The Opening and Closing Times



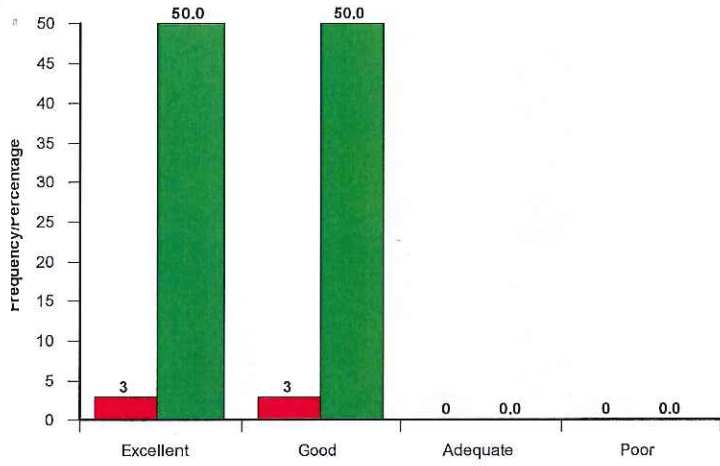
Cemetery Charges as Value for Money



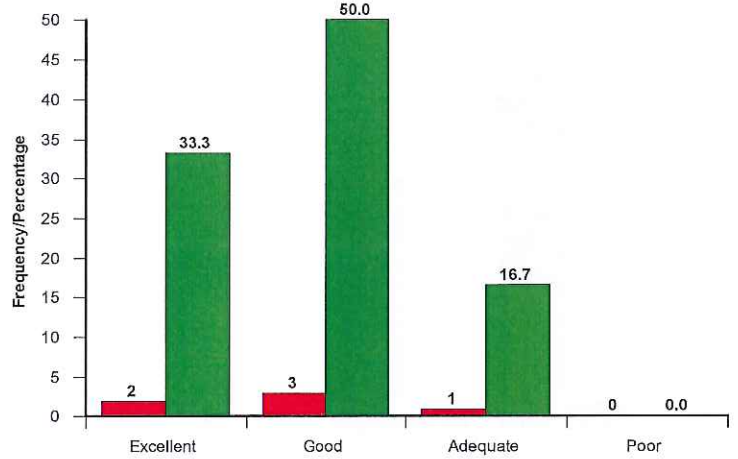
Upkeep of Roads and Pathways



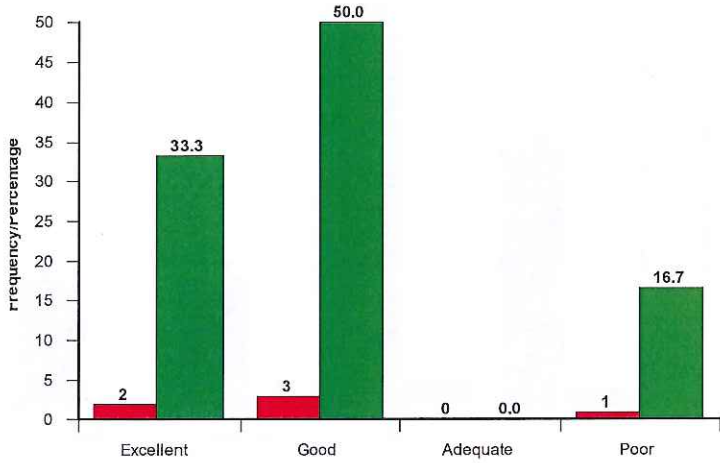
Standard of Grounds Maintenance



Parking Facilities

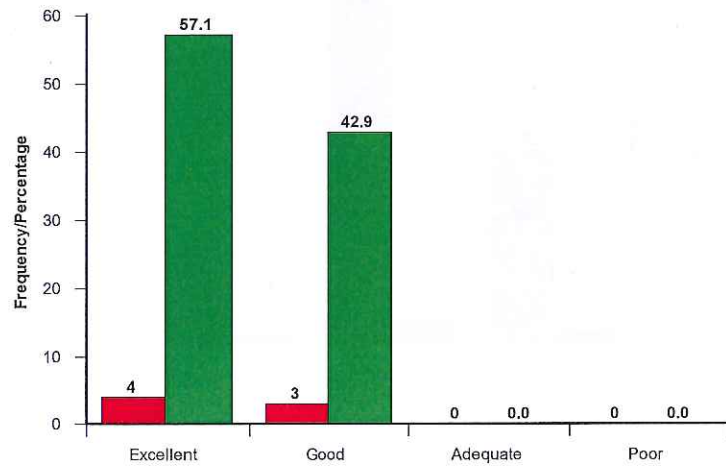


Access to the Cemetery Offices

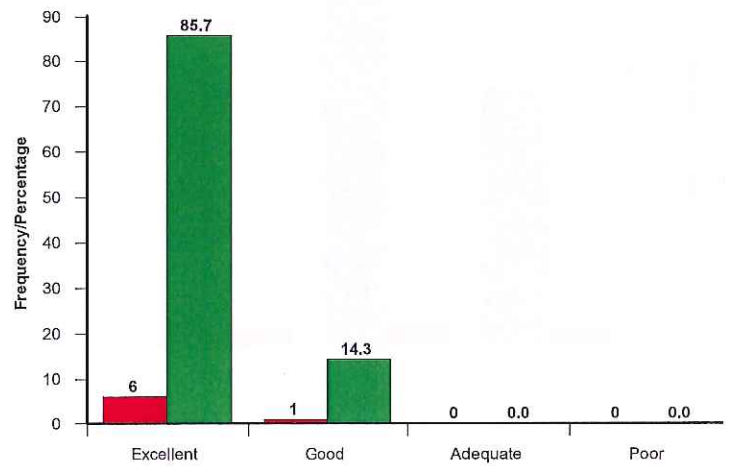


Witton Cemetery

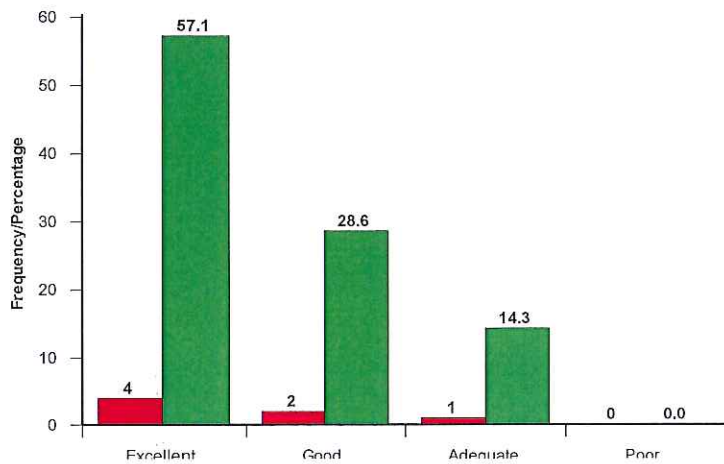
Your Overall Satisfaction with the Service



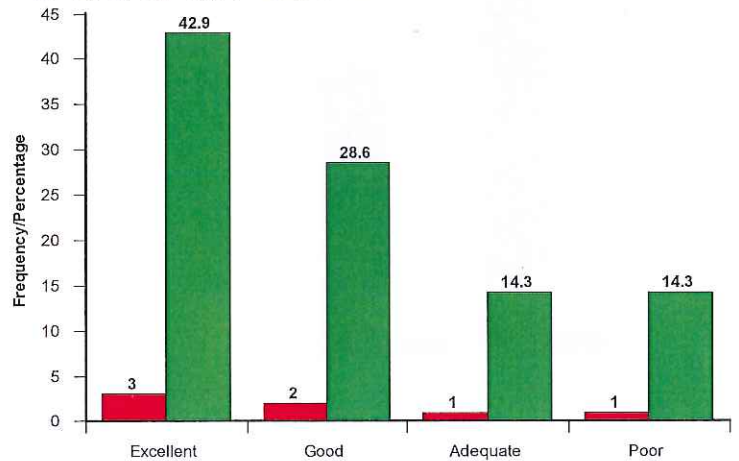
The Cemetery Employees Manner/Conduct



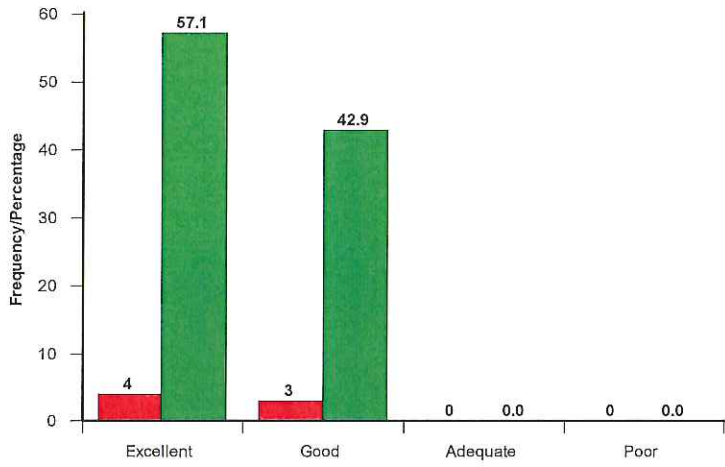
The Cemetery Employees Appearance



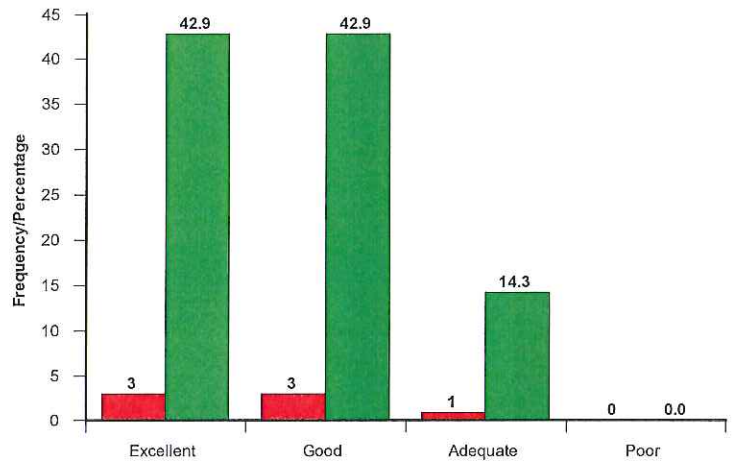
The Cemetery Office Employees Manner/Conduct



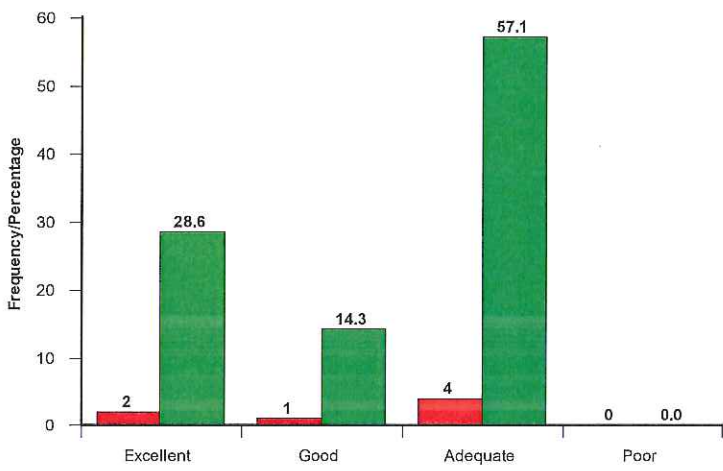
The Cemetery Office Employees Appearance



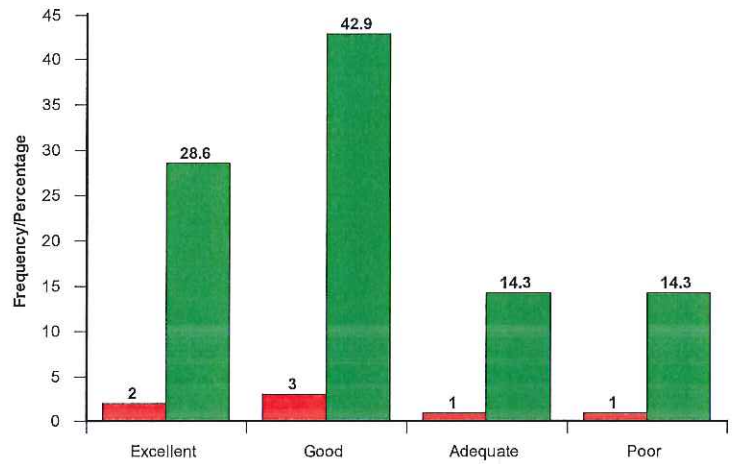
The Opening and Closing Times



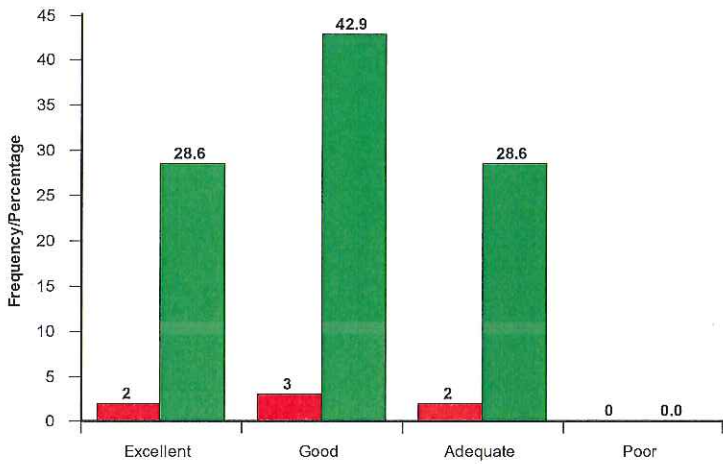
Cemetery Charges as Value for Money



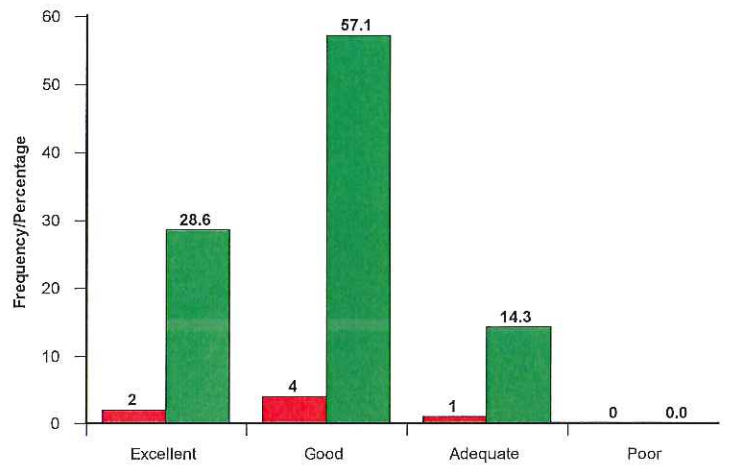
Upkeep of Roads and Pathways



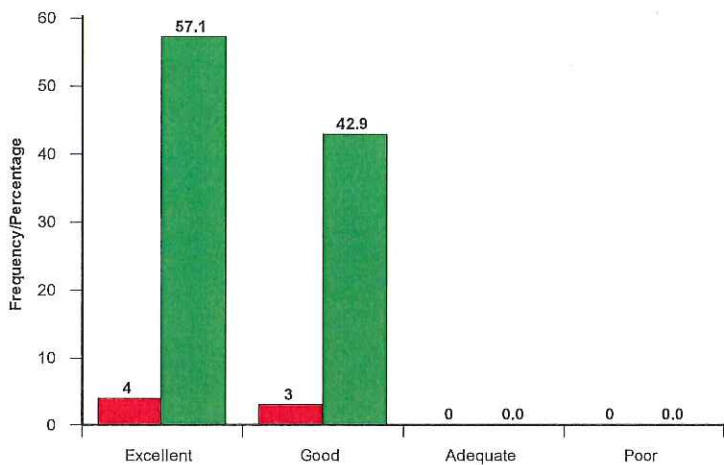
Standard of Grounds Maintenance



Parking Facilities

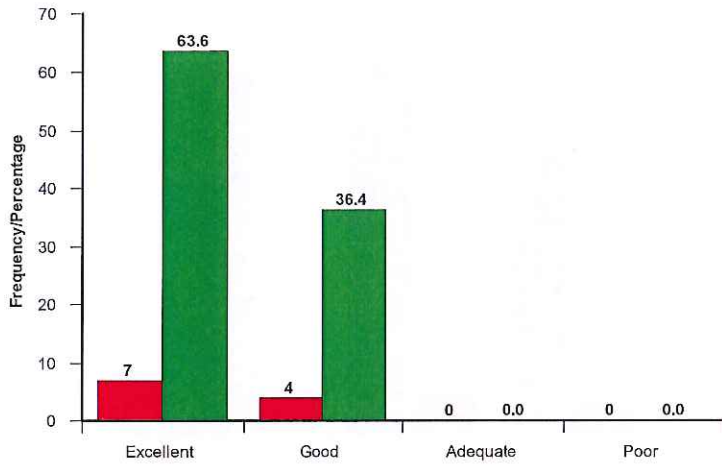


Access to the Cemetery Offices

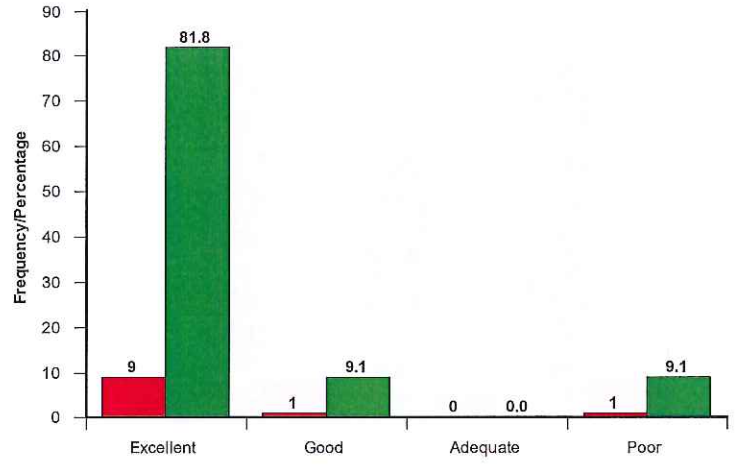


Yardley Cemetery

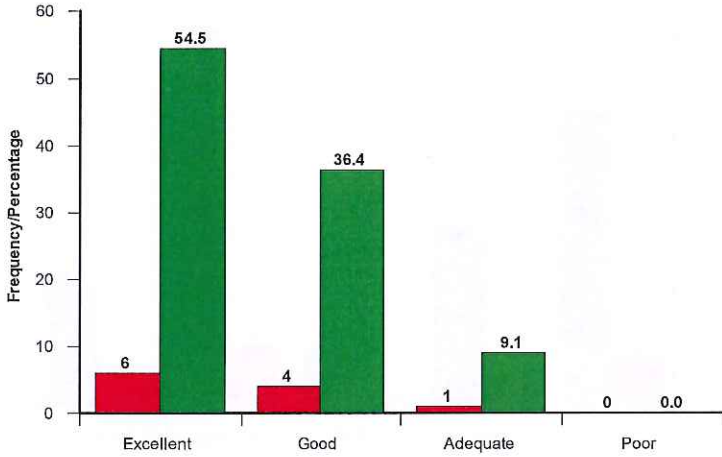
Your Overall Satisfaction with the Service



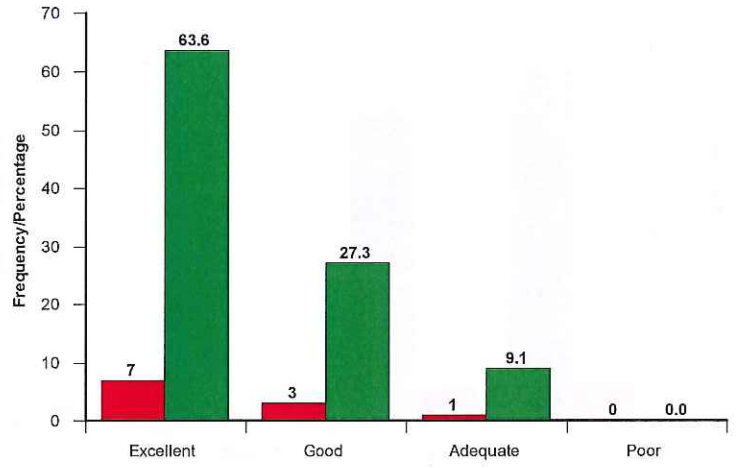
The Cemetery Employees Manner/Conduct



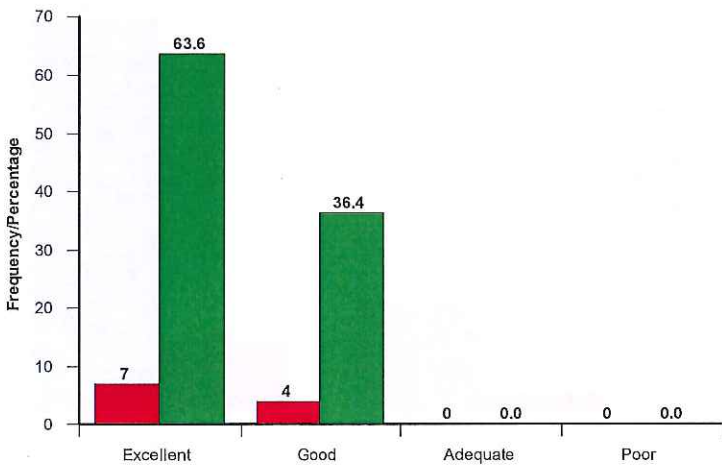
The Cemetery Employees Appearance



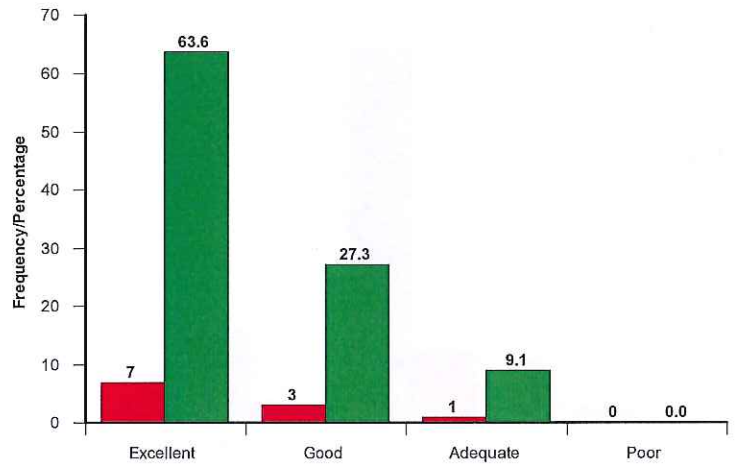
The Cemetery Office Employees Manner/Conduct



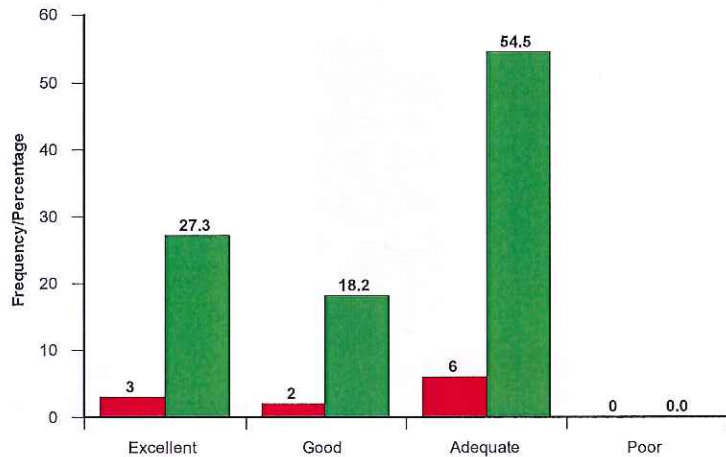
The Cemetery Office Employees Appearance



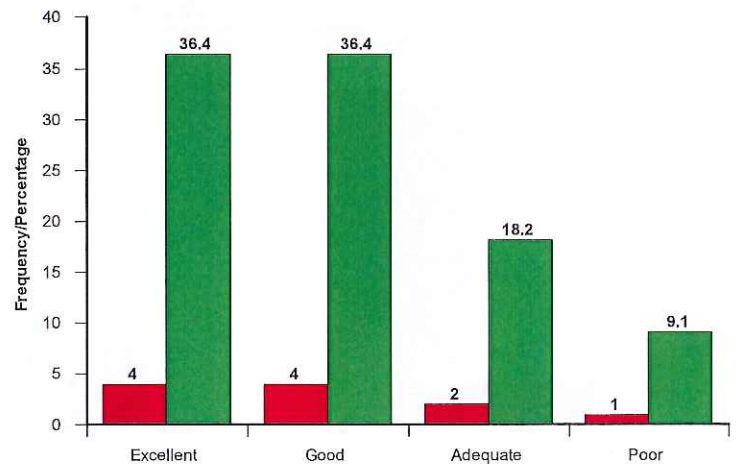
The Opening and Closing Times



Cemetery Charges as Value for Money

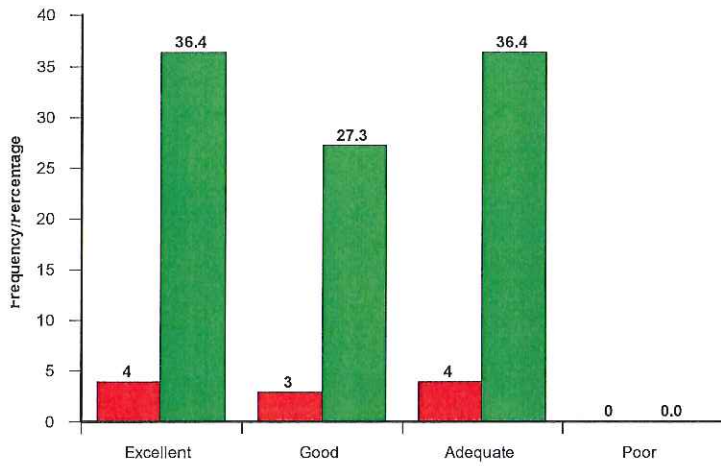


Upkeep of Roads and Pathways

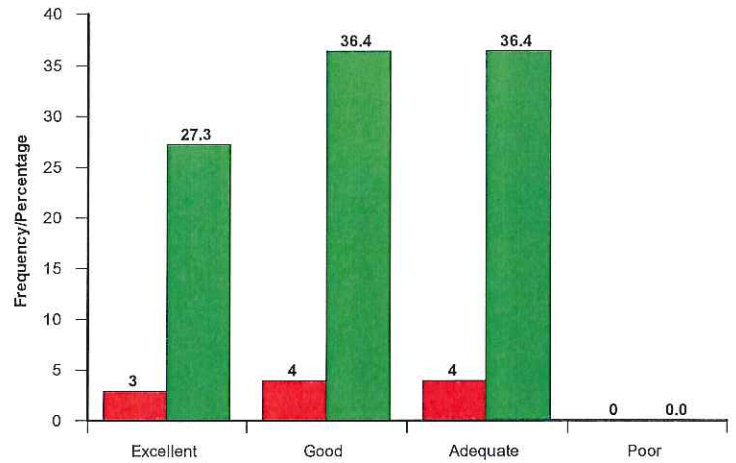


Yardley Cemetery (Cont.)

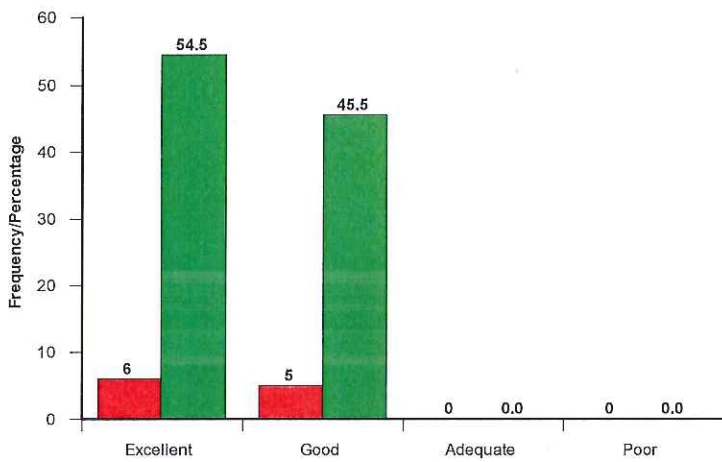
Standard of Grounds Maintenance



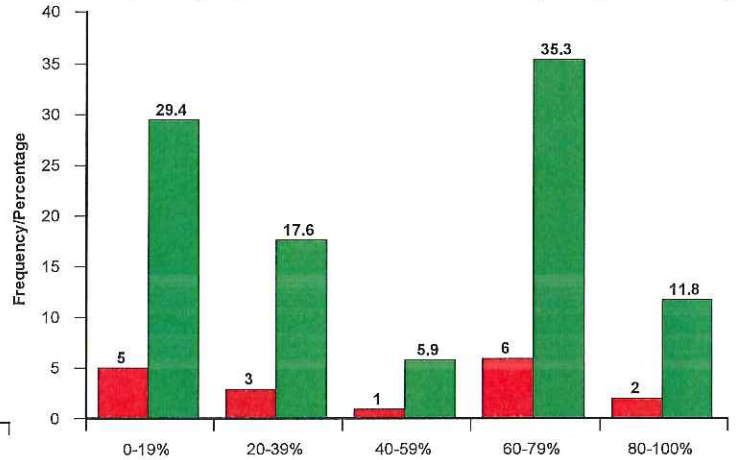
Parking Facilities



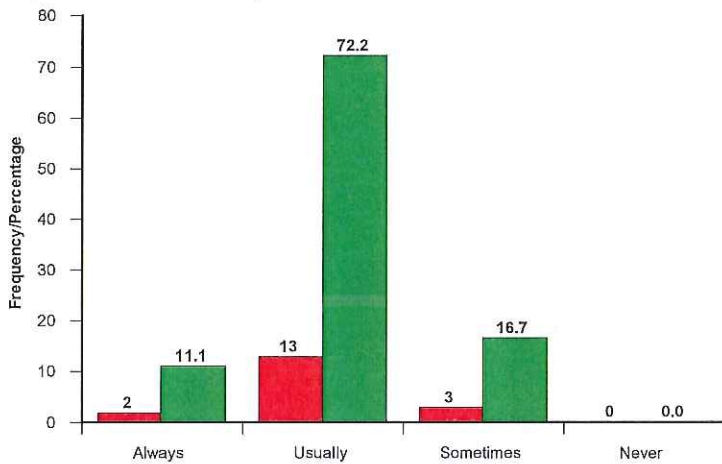
Access to the Cemetery Offices



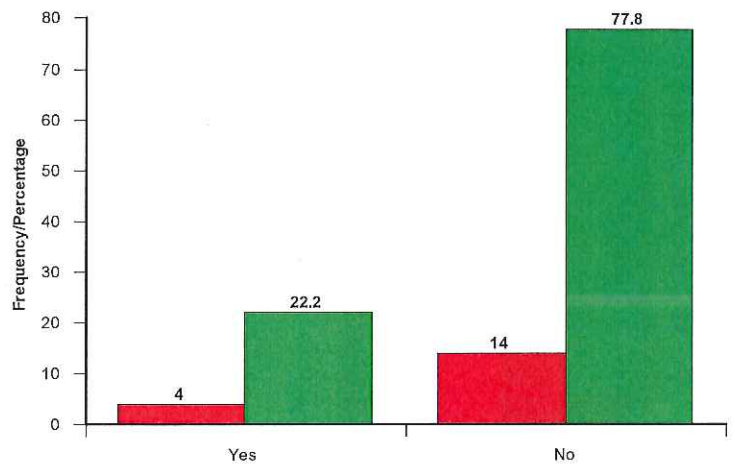
In a year what percentage of your service users would choose a Birmingham City Council Cemetery



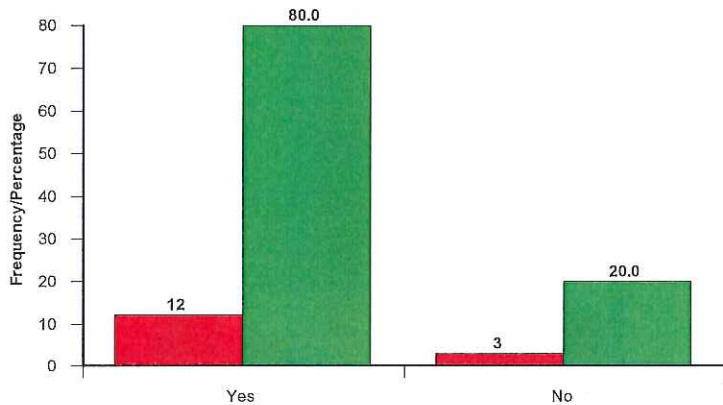
Are you able to book the time/date you want?



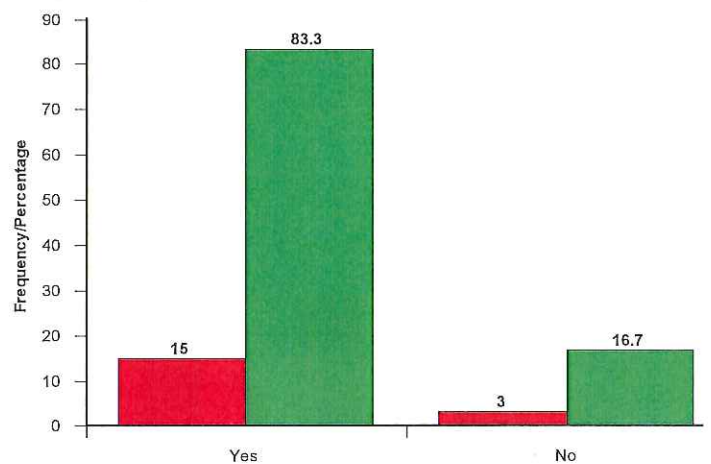
Do you receive enquiries for Woodland Burial within the City?



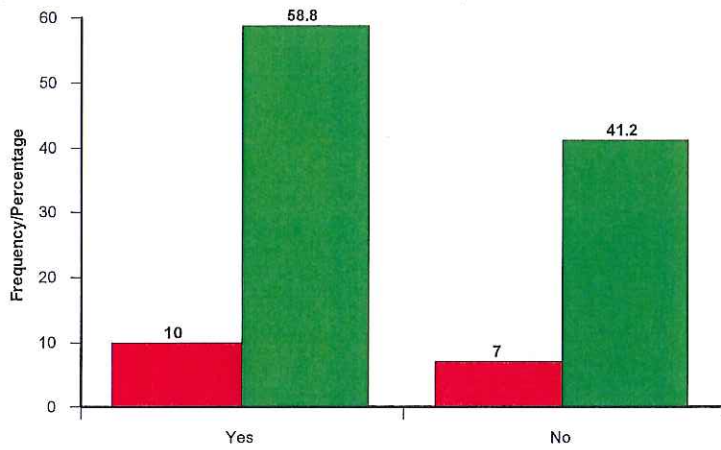
Bereavement Services communicates its performance and other information with Funeral Director colleagues through 6 monthly liaison meetings, the "Bulletin" which is a 6 monthly news sheet publication and site based "Focus Meetings". Do you find this method of information distribution effective?



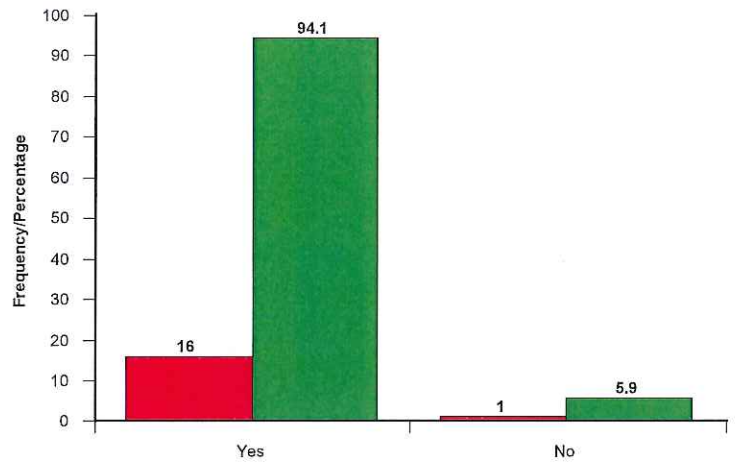
Do you regularly use email as a method of personal communication within your business?



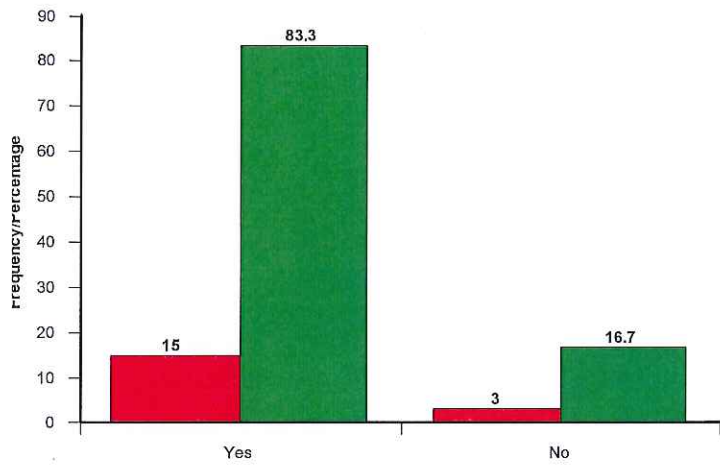
Would you prefer that we use email rather than the postal service to send you the "Bulletin" and other information about Bereavement Services



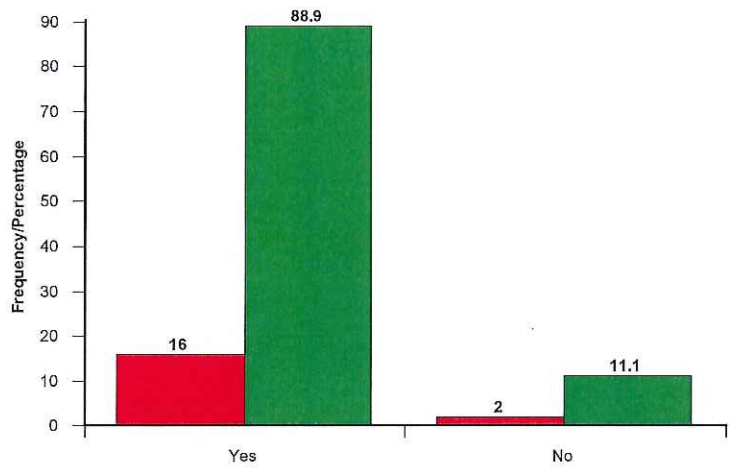
Do you find it easy to contact service managers within Bereavement Services?



Do you feel this questionnaire is an effective method of consultation with Funeral Directors



Do our services generally satisfy the cultural/religious requirements of your client?



Do you receive many enquiries from non-residents of Birmingham for burial within Birmingham cemeteries?

