

Bereavement Services Consultation with Funeral Directors 2014 - Crematoria:Full Report

Bereavement Services Consultation with Funeral Directors 2014 - Crematoria:Full Report	1
Overview	6
Introduction	6
<i>Question 1: What is your name?</i>	6
<i>Question 2: What is your email address?</i>	6
<i>Question 3: Please state which Funeral Director Company you are from</i>	6
<i>Question 4: What is your overall satisfaction with the service at Lodge Hill Crematorium?</i>	6
<i>Table of "Your overall satisfaction with the Service"</i>	6
<i>Table of "The Cemetery Employees Manner/Conduct"</i>	7
<i>Table of "The Cemetery Employees Appearance"</i>	8
<i>Table of "The Cemetery Office Employees Manner/Conduct"</i>	8
<i>Table of "The Cemetery Office Employees Appearance"</i>	9
<i>Question 5: What is your overall satisfaction with the service at Sutton Coldfield Crematorium?</i>	10
<i>Table of "Your overall satisfaction with the Service"</i>	10
<i>Table of "The Cemetery Employees Manner/Conduct"</i>	11
<i>Table of "The Cemetery Employees Appearance"</i>	11
<i>Table of "The Cemetery Office Employees Manner/Conduct"</i>	12
<i>Table of "The Cemetery Office Employees Appearance"</i>	13
<i>Question 6: What is your overall satisfaction with the service at Yardley Crematorium?</i>	14
<i>Table of "Your overall satisfaction with the Service"</i>	14
<i>Table of "The Cemetery Employees Manner/Conduct"</i>	14
<i>Table of "The Cemetery Employees Appearance"</i>	15
<i>Table of "The Cemetery Office Employees Manner/Conduct"</i>	16
<i>Table of "The Cemetery Office Employees Appearance"</i>	17
<i>Question 7: Are there any crematoria employees or crematoria office employees that deserve a special mention?</i>	17

Question 8: Please indicate your satisfaction with the crematoria service provided at Lodge Hill Crematorium by ticking the box you think is most appropriate	17
Table of "The Lighting Levels"	17
Table of "The Heating"	18
Table of "The Ventilation"	19
Table of "General Presentation"	20
Table of "The Opening and Closing Times"	20
Table of "Cremation charges as value for money"	21
Table of "Upkeep of roads and pathways"	22
Table of "Standards of Grounds Maintenance"	23
Table of "Floral Tribute Facilities"	23
Table of "Waiting Room Facilities"	24
Table of "Parking Facilities"	25
Table of "Access to the Crematoria Offices"	26
Table of "Availability of Chapel Times"	26
Question 9: Please indicate your satisfaction with the crematoria service at Sutton Coldfield Crematorium by ticking the box you think is most appropriate	27
Table of "The Lighting Levels"	27
Table of "The Heating"	28
Table of "The Ventilation"	29
Table of "General Presentation"	30
Table of "The Opening and Closing Times"	30
Table of "Cremation charges as value for money"	31
Table of "Upkeep of roads and pathways"	32
Table of "Standards of Grounds Maintenance"	33
Table of "Floral Tribute Facilities"	33
Table of "Waiting Room Facilities"	34
Table of "Parking Facilities"	35
Table of "Access to the Crematoria Offices"	36
Table of "Availability of Chapel Times"	36

<i>Question 10: Please indicate your satisfaction with the crematoria service at Yardley Crematorium by ticking the box you think is most appropriate</i>	37
<i>Table of "The Lighting Levels"</i>	37
<i>Table of "The Heating"</i>	38
<i>Table of "The Ventilation"</i>	39
<i>Table of "General Presentation"</i>	40
<i>Table of "The Opening and Closing Times"</i>	40
<i>Table of "Cremation charges as value for money"</i>	41
<i>Table of "Upkeep of roads and pathways"</i>	42
<i>Table of "Standard of Grounds Maintenance"</i>	43
<i>Table of "Floral Tribute Facilities"</i>	43
<i>Table of "Waiting Room Facilities"</i>	44
<i>Table of "Parking Facilities"</i>	45
<i>Table of "Access to the Crematoria Offices"</i>	46
<i>Table of "Availability of Chapel Times"</i>	46
<i>Question 11: Do you have any suggestions for improvement? If yes, please indicate for which site</i>	47
<i>Question 12: Do you have any comments in relation to charges?</i>	47
<i>Question 13: What are the factors that influence your client's choice to use one of the City Council's crematoria?</i>	47
<i>Question 14: In a year what percentage of your service users would choose a Birmingham City Council Crematorium?</i>	47
<i>Table of "% choose BCC Cemetery"</i>	48
<i>Question 15: Are you able to book the time/date you want?</i>	48
<i>Table of "Book time and date want"</i>	48
<i>Question 16: Any comments in relation to booking the date/time you want?</i>	49
<i>Question 17: The maximum coffin or casket size accepted at Lodge Hill and Yardley Crematoria is - Length 71", width 29" (73.66cm), depth 18" (45.72cm). Sutton Coldfield Crematorium can now accept a coffin or casket up to 33" (83.82cm). Please indicate the number of occasions in the last 12 months when this has proved inadequate for your clients needs and arrangements have been made for cremation outside the City where large coffins are accepted</i>	49

<i>Question 18: If an early time was offered to accept a deceased person for cremation without a service, how often would you use this facility?</i>	49
<i>Question 19: 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 Group Forums". Do you find this method of information distribution effective?</i>	50
<i>Table of "Q22"</i>	50
<i>Question 20: Do you regularly use email as a method of personal communication within your business?</i>	50
<i>Table of "Use email for business"</i>	50
<i>Question 21: If you would like us to communicate with you using your email address rather than your postal address please supply your email address</i>	51
<i>Question 22: Do you find it easy to contact service managers within Bereavement Services?</i>	51
<i>Table of "Easy to contact managers"</i>	51
<i>Question 23: Do you feel that this questionnaire is an effective method of consultation with Funeral Directors?</i>	52
<i>Table of "Questionnaire effective method of communication"</i>	52
<i>Question 24: If no, what is your preferred method of consultation?</i>	52
<i>Question 25: How often do you use the 9:00am service?</i>	52
<i>Table of "How often use 9am service"</i>	53
<i>Question 26: If a 4:00pm service booking time was available how likely would you be to book it?</i>	53
<i>Table of "How often use 4pm service time"</i>	53
<i>Question 27: If Saturday morning services were available how often would you be likely to use this service?</i>	54
<i>Table of "Use saturday morning services"</i>	54
<i>Question 28: Are there any instances where a family choose to use a non Birmingham City Council Crematorium because we do not provide the required facilities/services to meet their requirements? If yes, please give some examples</i>	55
<i>Question 29: Have you ever received requests for a service to be filmed or accessible via a webcast?</i>	55
<i>Table of "Service to be filmed or via webcast"</i>	55



<i>Question 30: Have you ever received requests for projector screens to be provided?</i>	56
<i>Table of "Requests for projector screens"</i>	56
<i>Question 31: If yes, on approximately how many occasions per annum</i>	57
<i>Question 32: Do our services generally satisfy the cultural/religious requirements of your client?</i>	57
<i>Table of "Satisfy the cultural/religious requirements of client"</i>	57
<i>Question 33: If no, please comment</i>	58
<i>Question 34: Any comments or suggestions (e.g. are there any ways that we could improve our cemetery service to encourage more Birmingham residents to use the facilities provided by the City Council). Please use this section of the form to record specific comments relation to an individual cemetery as well as general comments about the service</i>	58

Overview

This report was created on Monday 14 July 2014 at 11:00.

From **03/06/2014** to **04/07/2014**, Birmingham City Council ran a consultation entitled '*Bereavement Services Consultation with Funeral Directors 2014 - Crematoria*'. This report covers the online element of the consultation process, which was run from <http://www.birminghambeheard.org.uk/local-services/bsconsultationfd2014crematoria>

Introduction

Question 1: What is your name?

There are no responses to this part of the question.

Question 2: What is your email address?

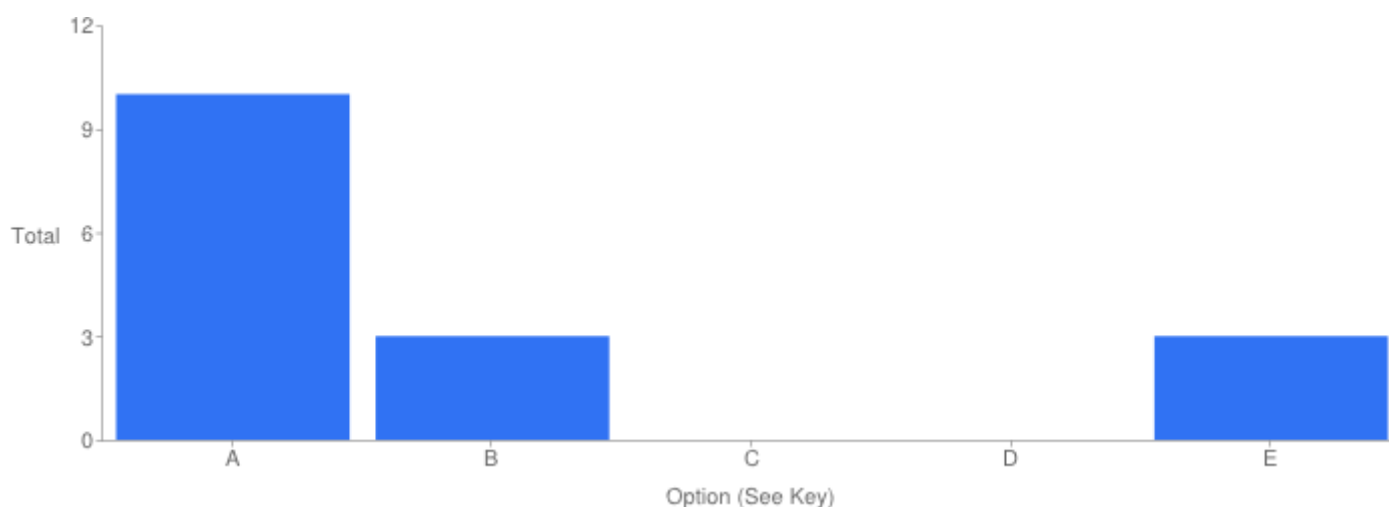
There are no responses to this part of the question.

Question 3: Please state which Funeral Director Company you are from

There are **16** responses to this part of the question.

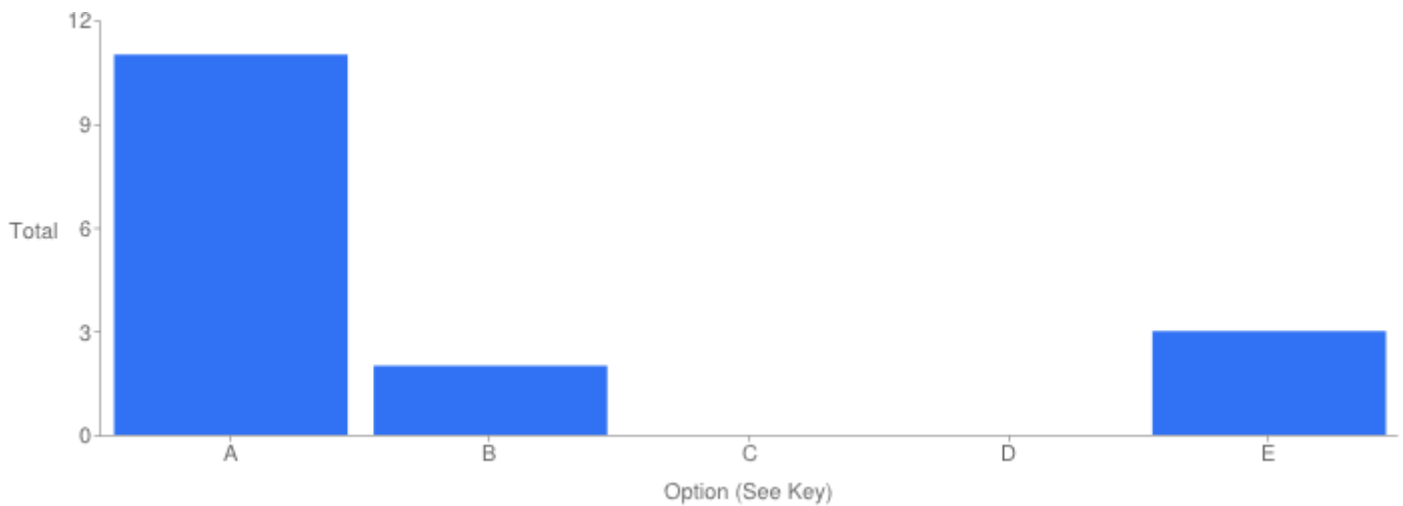
Question 4: What is your overall satisfaction with the service at Lodge Hill Crematorium?

Table of "Your overall satisfaction with the Service"



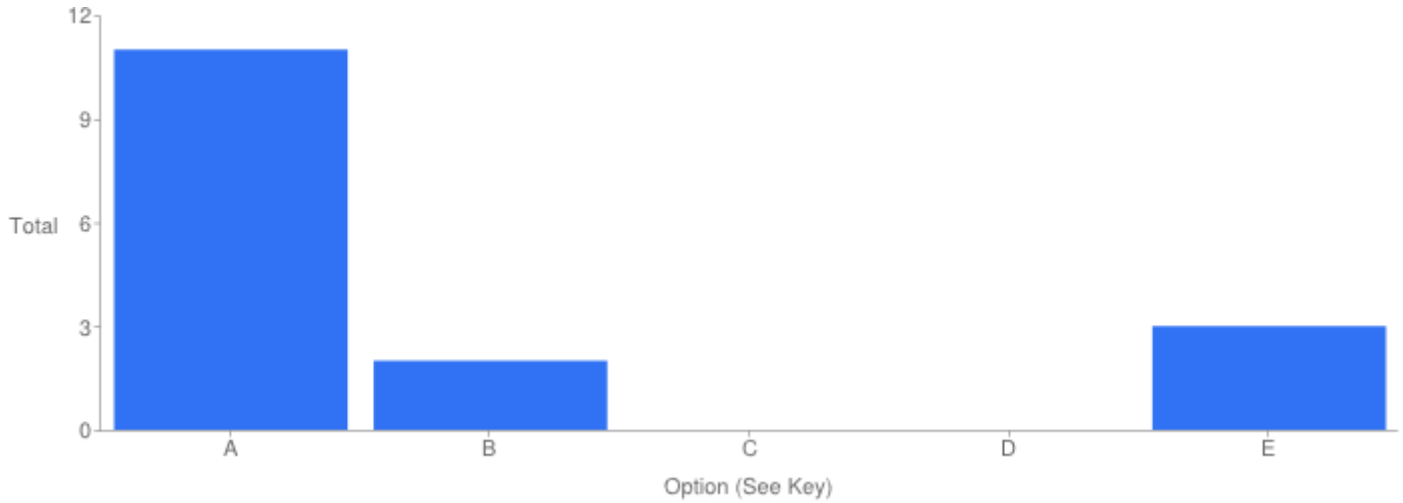
Key	Option	Total	Percent of All
A	Excellent	10	62.50%
B	Good	3	18.75%
C	Adequate	0	0%
D	Poor	0	0%
E	Not Answered	3	18.75%

Table of "The Cemetery Employees Manner/Conduct"



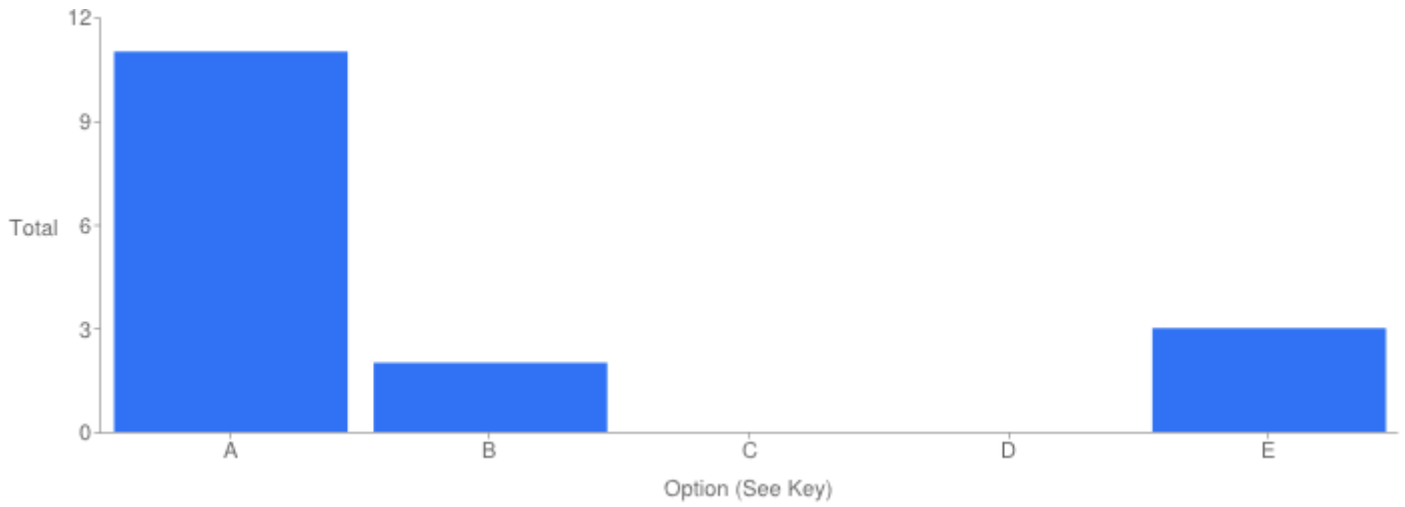
Key	Option	Total	Percent of All
A	Excellent	11	68.75%
B	Good	2	12.50%
C	Adequate	0	0%
D	Poor	0	0%
E	Not Answered	3	18.75%

Table of "The Cemetery Employees Appearance"



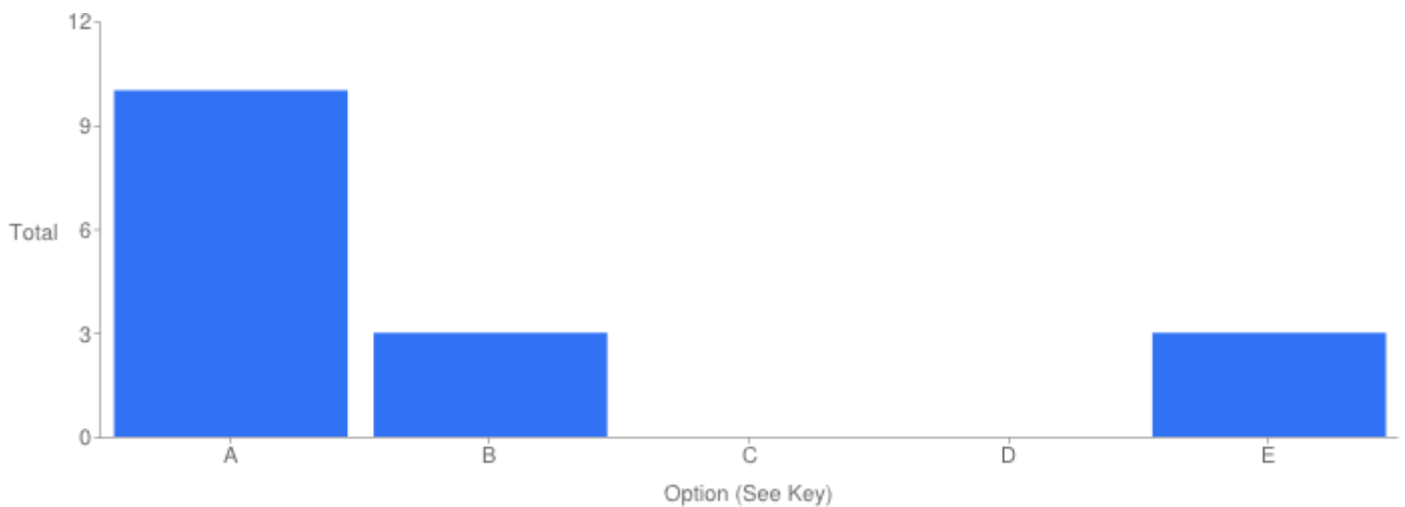
Key	Option	Total	Percent of All
A	Excellent	11	68.75%
B	Good	2	12.50%
C	Adequate	0	0%
D	Poor	0	0%
E	Not Answered	3	18.75%

Table of "The Cemetery Office Employees Manner/Conduct"



Key	Option	Total	Percent of All
A	Excellent	11	68.75%
B	Good	2	12.50%
C	Adequate	0	0%
D	Poor	0	0%
E	Not Answered	3	18.75%

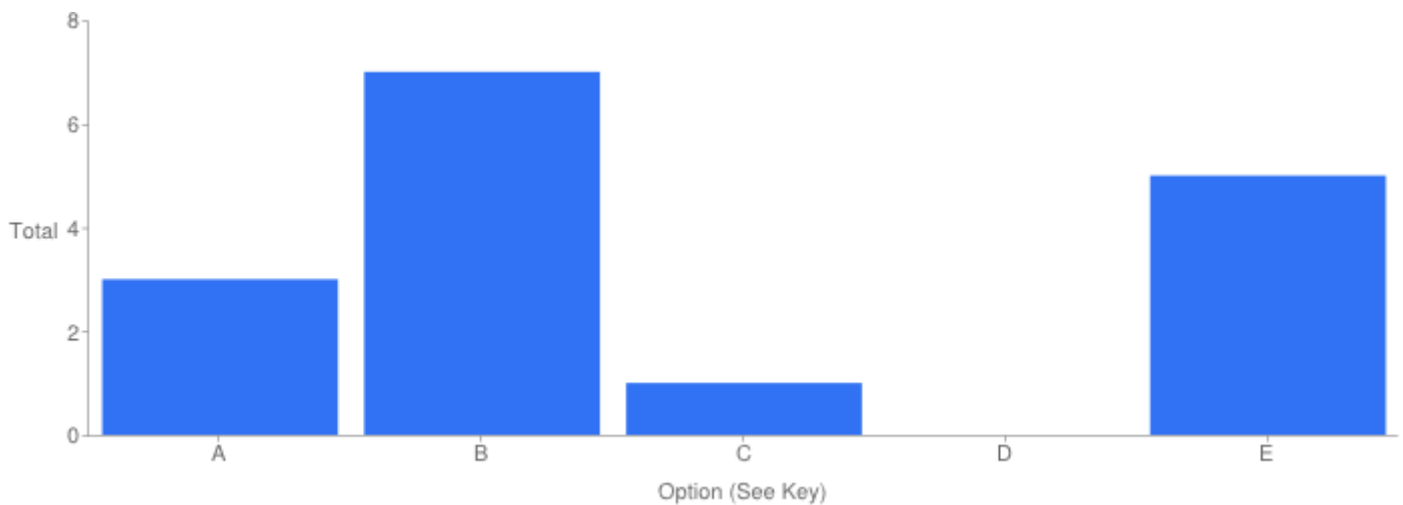
Table of "The Cemetery Office Employees Appearance"



Key	Option	Total	Percent of All
A	Excellent	10	62.50%
B	Good	3	18.75%
C	Adequate	0	0%
D	Poor	0	0%
E	Not Answered	3	18.75%

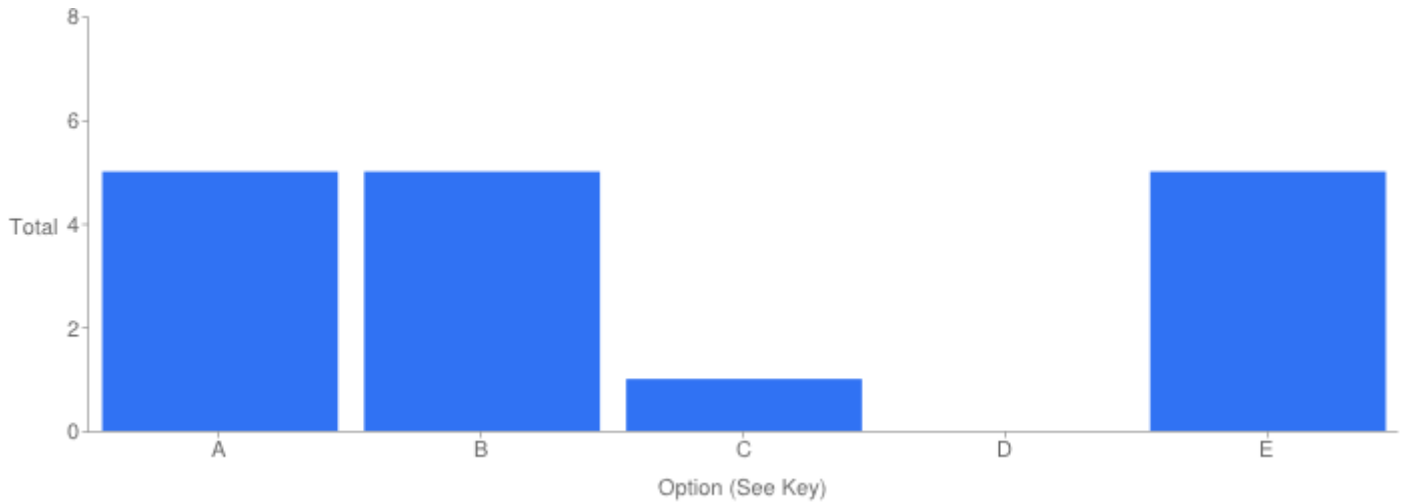
Question 5: What is your overall satisfaction with the service at Sutton Coldfield Crematorium?

Table of "Your overall satisfaction with the Service"



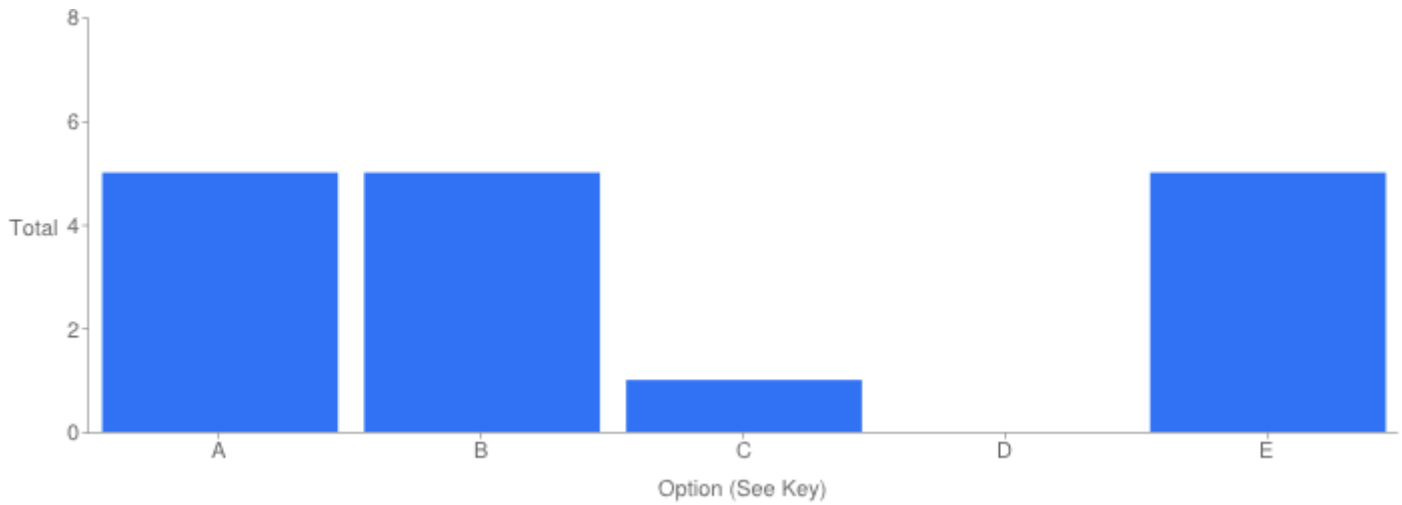
Key	Option	Total	Percent of All
A	Excellent	3	18.75%
B	Good	7	43.75%
C	Adequate	1	6.250%
D	Poor	0	0%
E	Not Answered	5	31.25%

Table of "The Cemetery Employees Manner/Conduct"



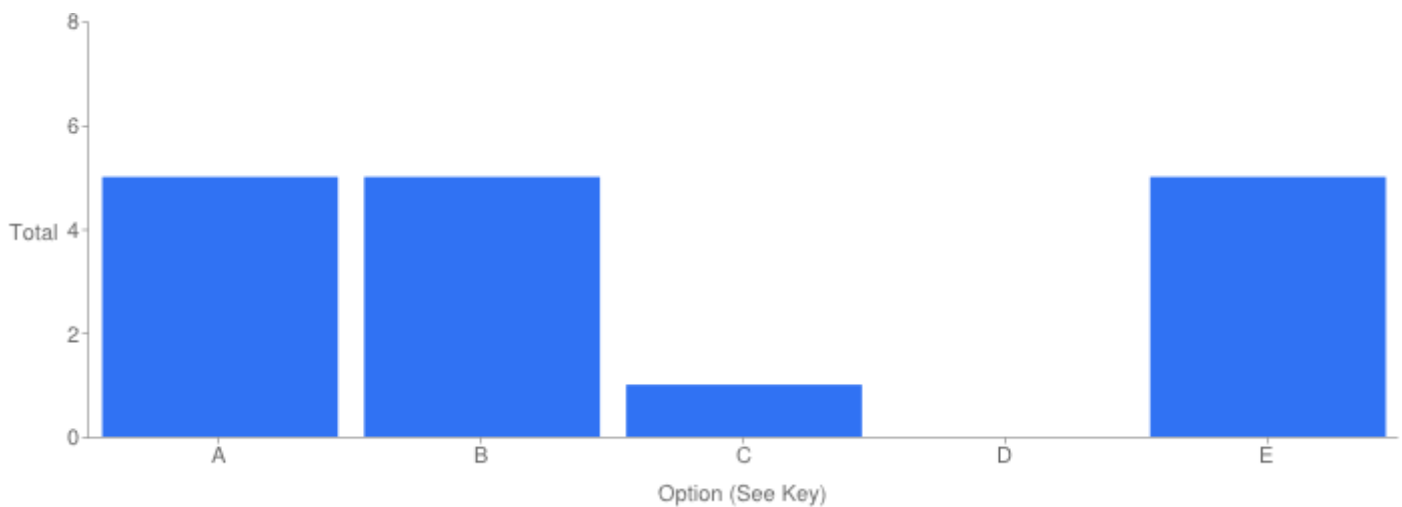
Key	Option	Total	Percent of All
A	Excellent	5	31.25%
B	Good	5	31.25%
C	Adequate	1	6.250%
D	Poor	0	0%
E	Not Answered	5	31.25%

Table of "The Cemetery Employees Appearance"



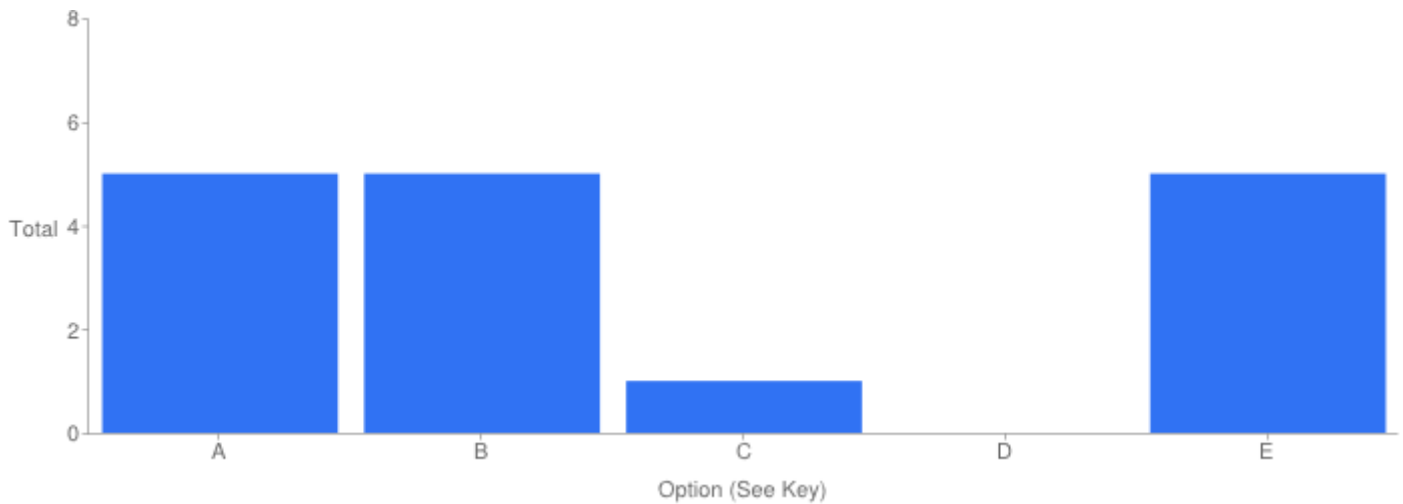
Key	Option	Total	Percent of All
A	Excellent	5	31.25%
B	Good	5	31.25%
C	Adequate	1	6.250%
D	Poor	0	0%
E	Not Answered	5	31.25%

Table of "The Cemetery Office Employees Manner/Conduct"



Key	Option	Total	Percent of All
A	Excellent	5	31.25%
B	Good	5	31.25%
C	Adequate	1	6.250%
D	Poor	0	0%
E	Not Answered	5	31.25%

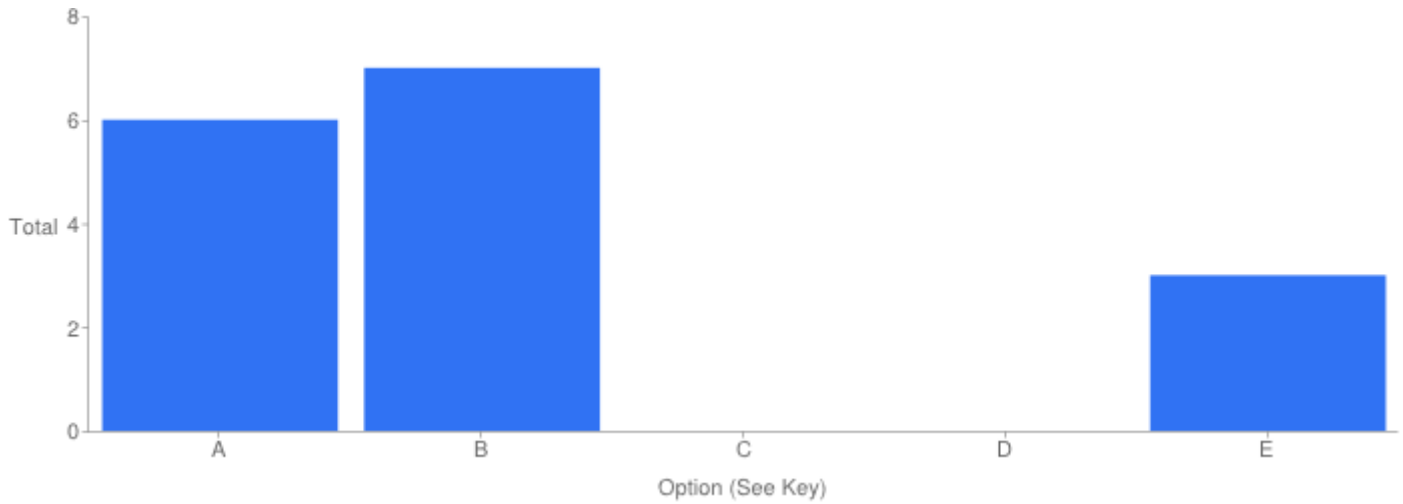
Table of "The Cemetery Office Employees Appearance"



Key	Option	Total	Percent of All
A	Excellent	5	31.25%
B	Good	5	31.25%
C	Adequate	1	6.250%
D	Poor	0	0%
E	Not Answered	5	31.25%

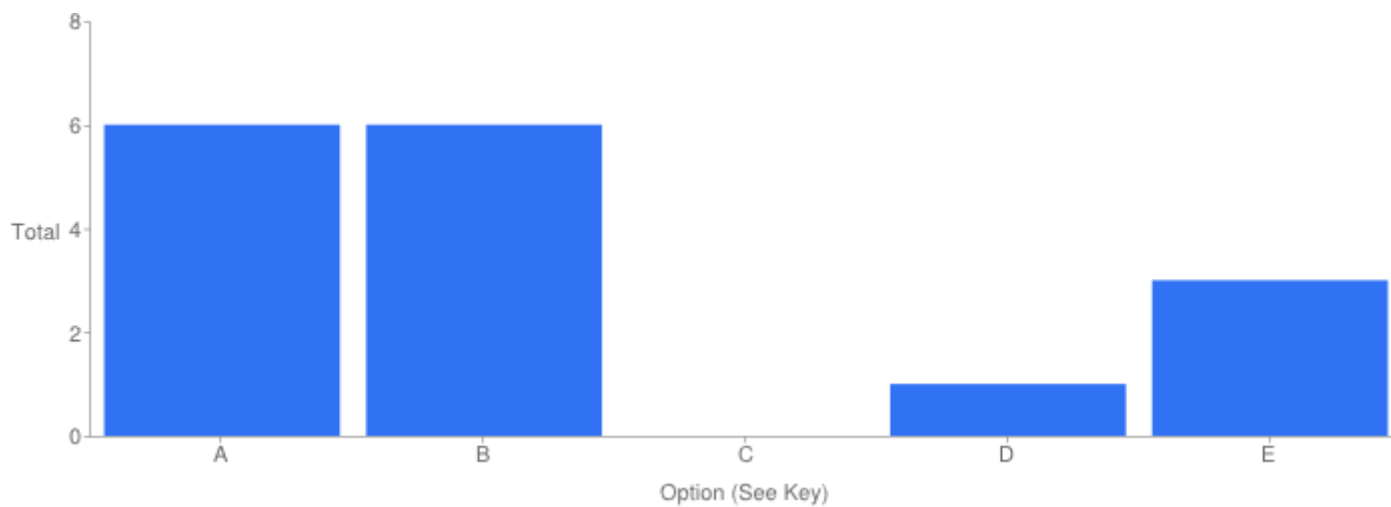
Question 6: What is your overall satisfaction with the service at Yardley Crematorium?

Table of "Your overall satisfaction with the Service"



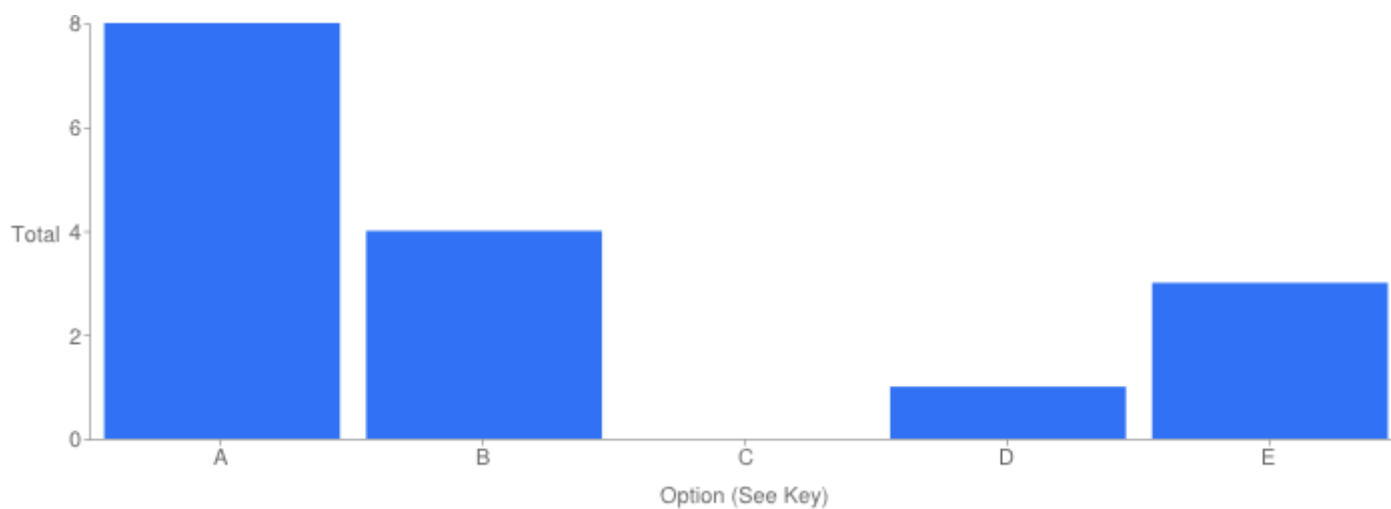
Key	Option	Total	Percent of All
A	Excellent	6	37.50%
B	Good	7	43.75%
C	Adequate	0	0%
D	Poor	0	0%
E	Not Answered	3	18.75%

Table of "The Cemetery Employees Manner/Conduct"



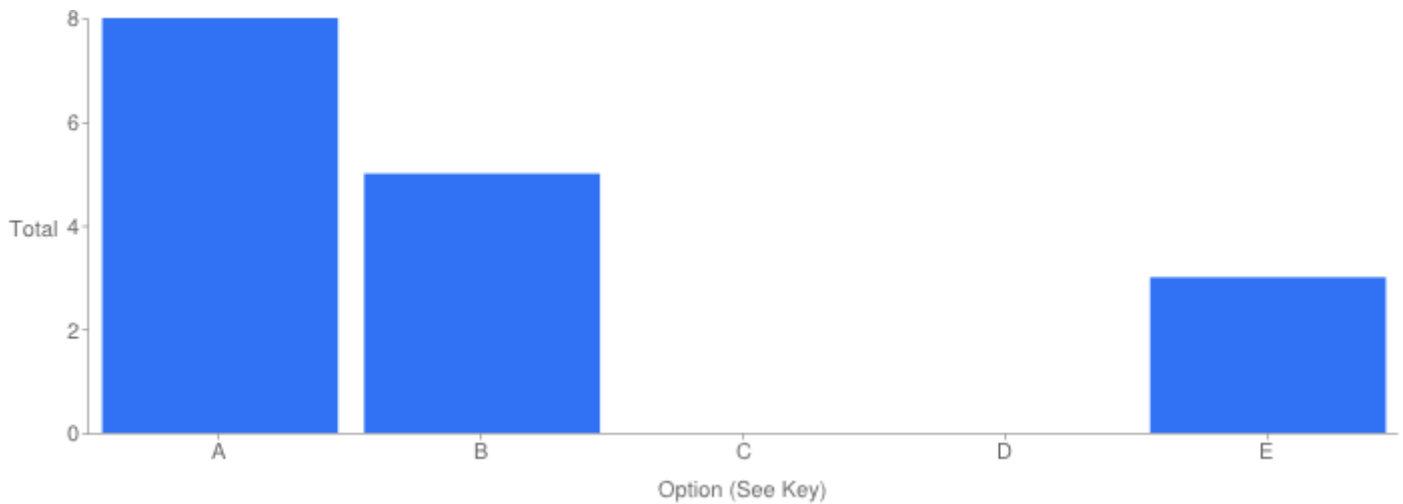
Key	Option	Total	Percent of All
A	Excellent	6	37.50%
B	Good	6	37.50%
C	Adequate	0	0%
D	Poor	1	6.250%
E	Not Answered	3	18.75%

Table of "The Cemetery Employees Appearance"



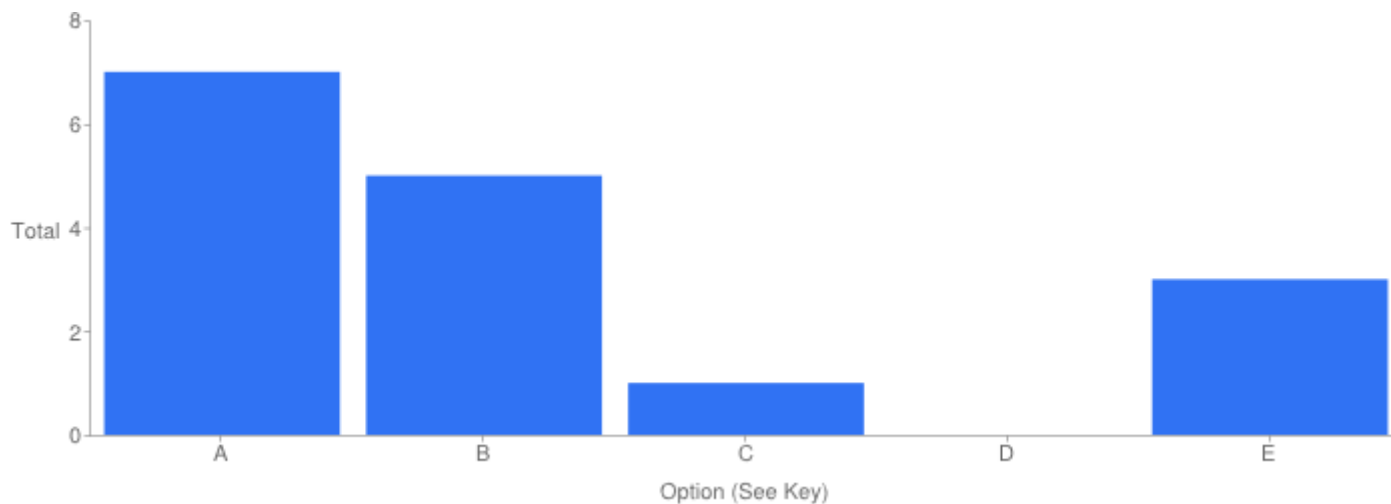
Key	Option	Total	Percent of All
A	Excellent	8	50.0%
B	Good	4	25.00%
C	Adequate	0	0%
D	Poor	1	6.250%
E	Not Answered	3	18.75%

Table of "The Cemetery Office Employees Manner/Conduct"



Key	Option	Total	Percent of All
A	Excellent	8	50.0%
B	Good	5	31.25%
C	Adequate	0	0%
D	Poor	0	0%
E	Not Answered	3	18.75%

Table of "The Cemetery Office Employees Appearance"



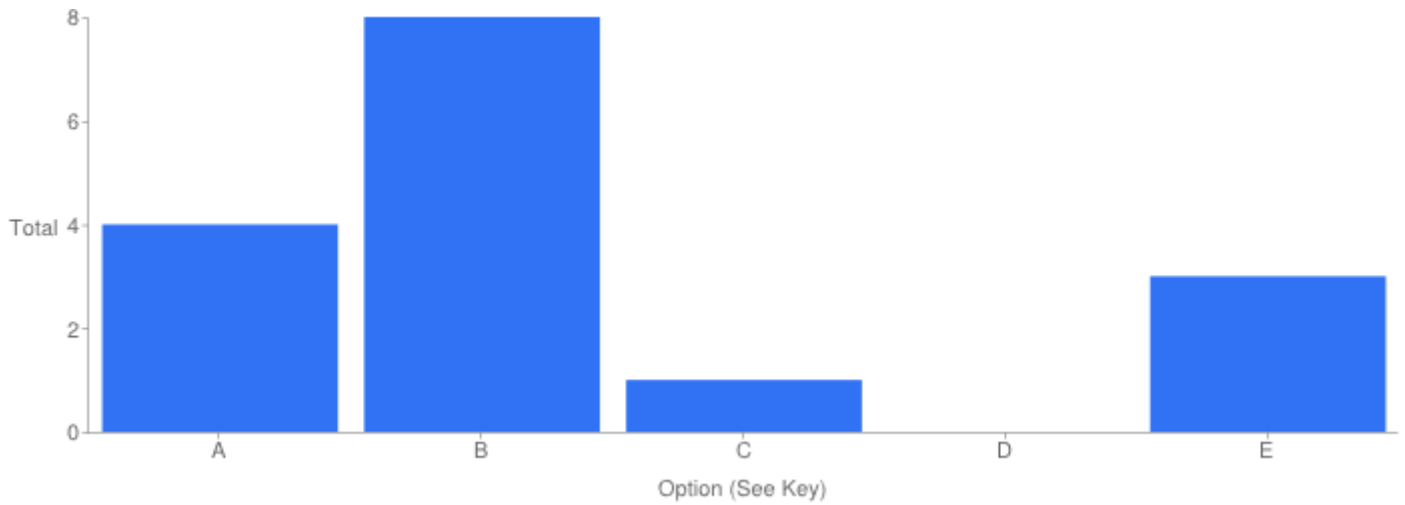
Key	Option	Total	Percent of All
A	Excellent	7	43.75%
B	Good	5	31.25%
C	Adequate	1	6.250%
D	Poor	0	0%
E	Not Answered	3	18.75%

Question 7: Are there any crematoria employees or crematoria office employees that deserve a special mention?

There are 5 responses to this part of the question.

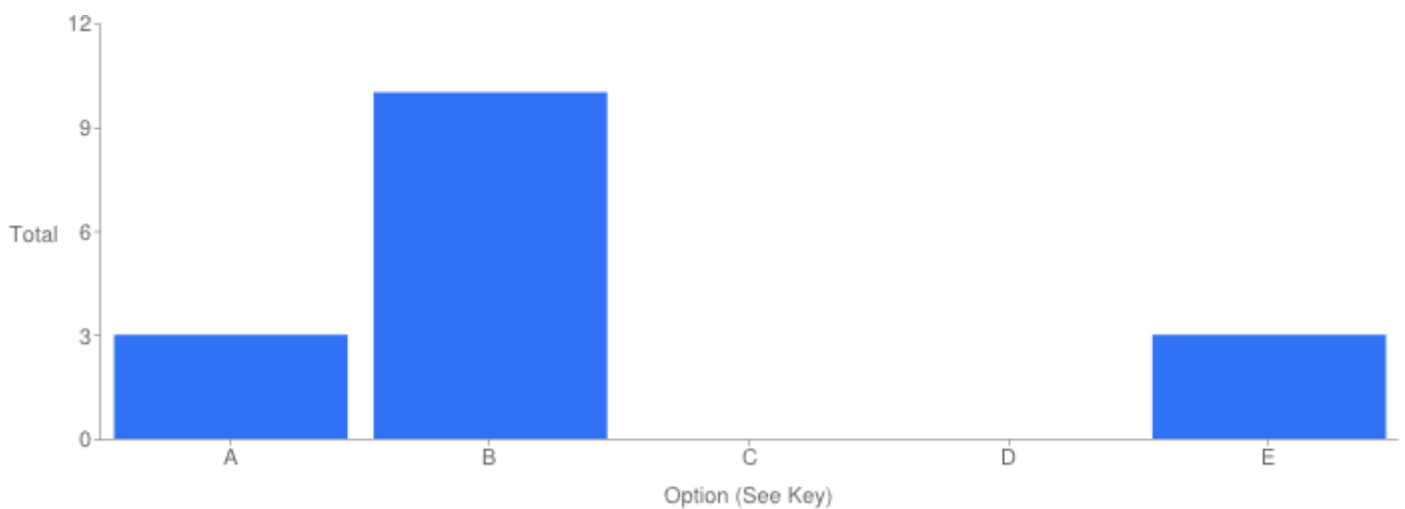
Question 8: Please indicate your satisfaction with the crematoria service provided at Lodge Hill Crematorium by ticking the box you think is most appropriate

Table of "The Lighting Levels"



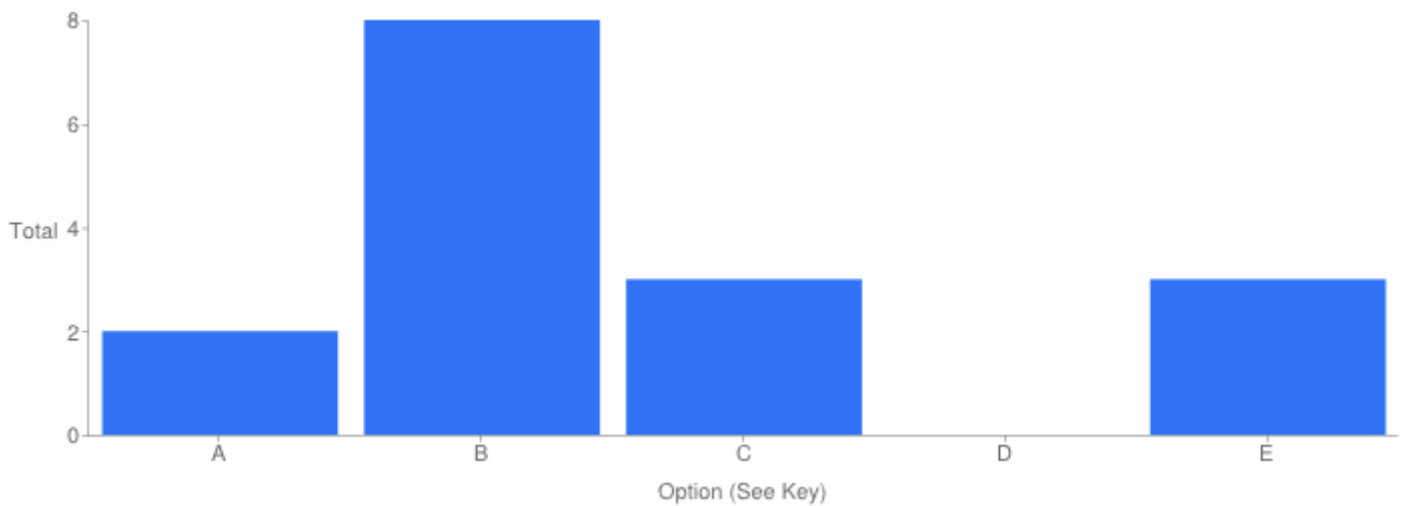
Key	Option	Total	Percent of All
A	Excellent	4	25.00%
B	Good	8	50.0%
C	Adequate	1	6.250%
D	Poor	0	0%
E	Not Answered	3	18.75%

Table of "The Heating"



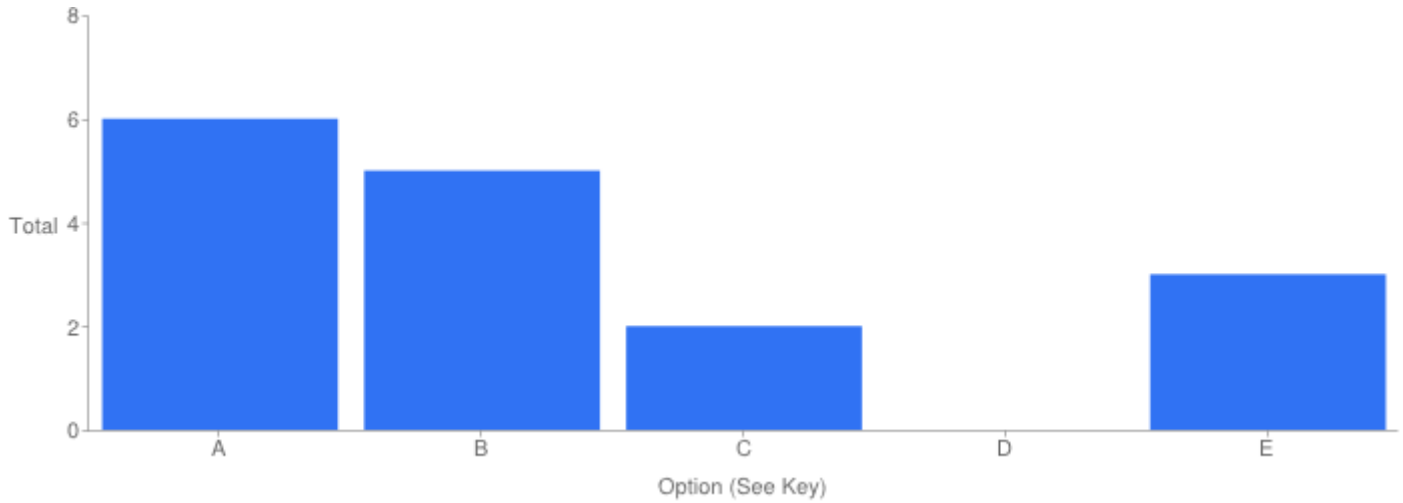
Key	Option	Total	Percent of All
A	Excellent	3	18.75%
B	Good	10	62.50%
C	Adequate	0	0%
D	Poor	0	0%
E	Not Answered	3	18.75%

Table of "The Ventilation"



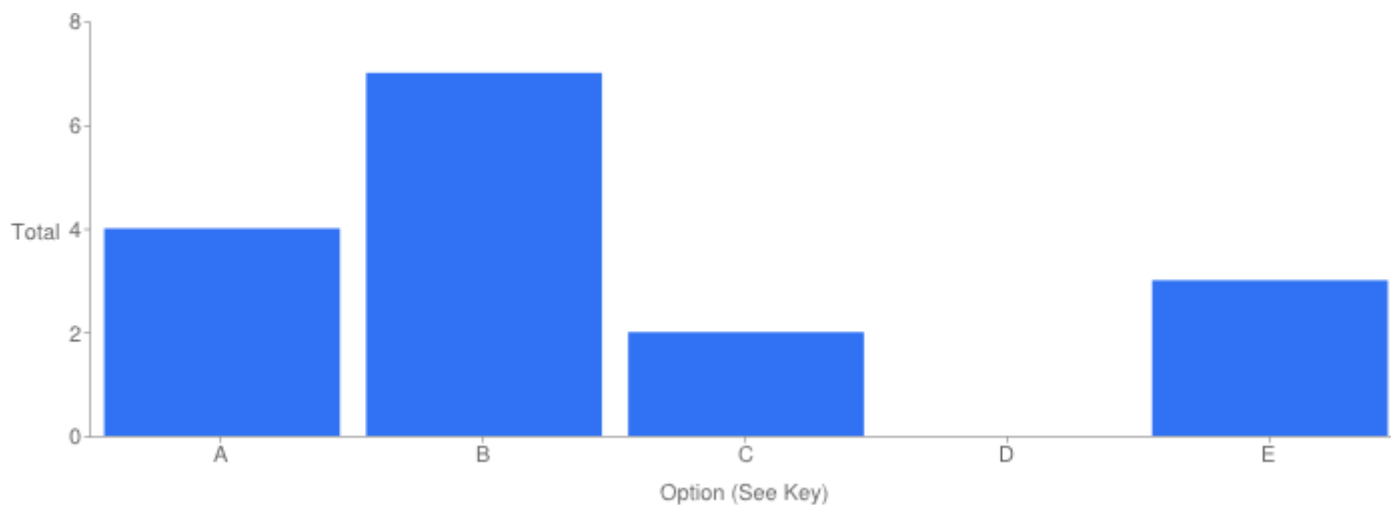
Key	Option	Total	Percent of All
A	Excellent	2	12.50%
B	Good	8	50.0%
C	Adequate	3	18.75%
D	Poor	0	0%
E	Not Answered	3	18.75%

Table of "General Presentation"



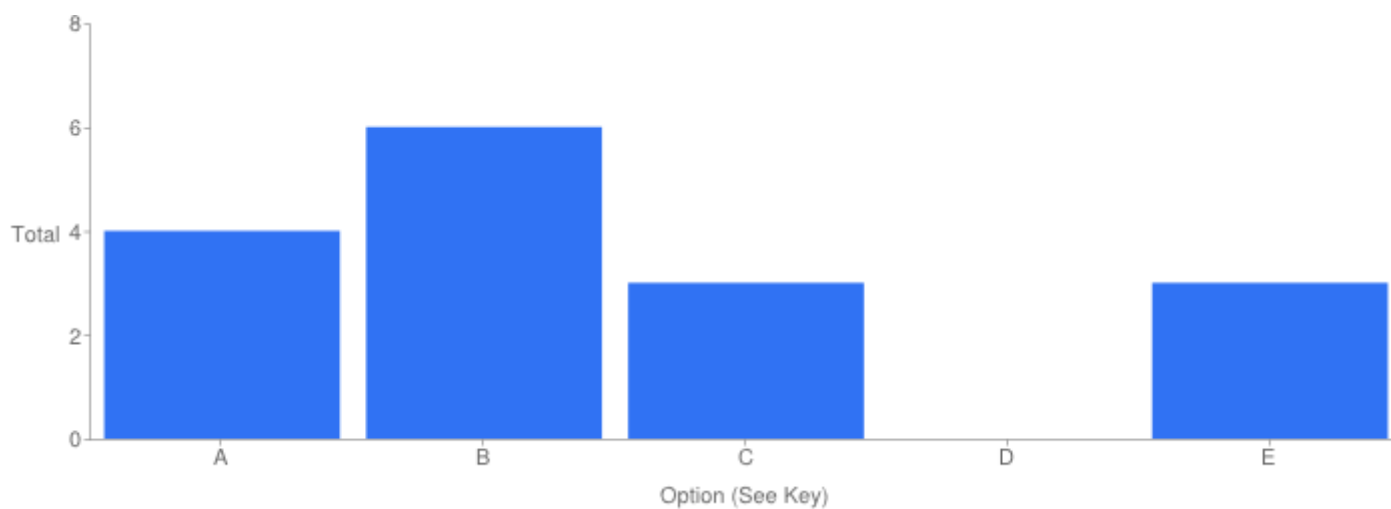
Key	Option	Total	Percent of All
A	Excellent	6	37.50%
B	Good	5	31.25%
C	Adequate	2	12.50%
D	Poor	0	0%
E	Not Answered	3	18.75%

Table of "The Opening and Closing Times"



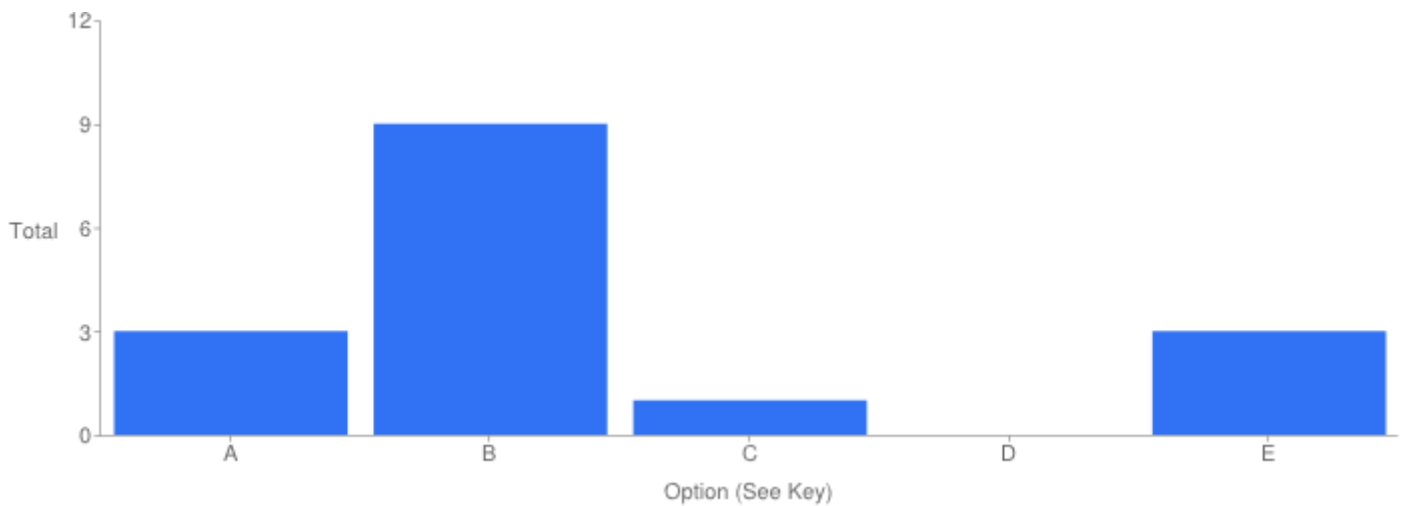
Key	Option	Total	Percent of All
A	Excellent	4	25.00%
B	Good	7	43.75%
C	Adequate	2	12.50%
D	Poor	0	0%
E	Not Answered	3	18.75%

Table of "Cremation charges as value for money"



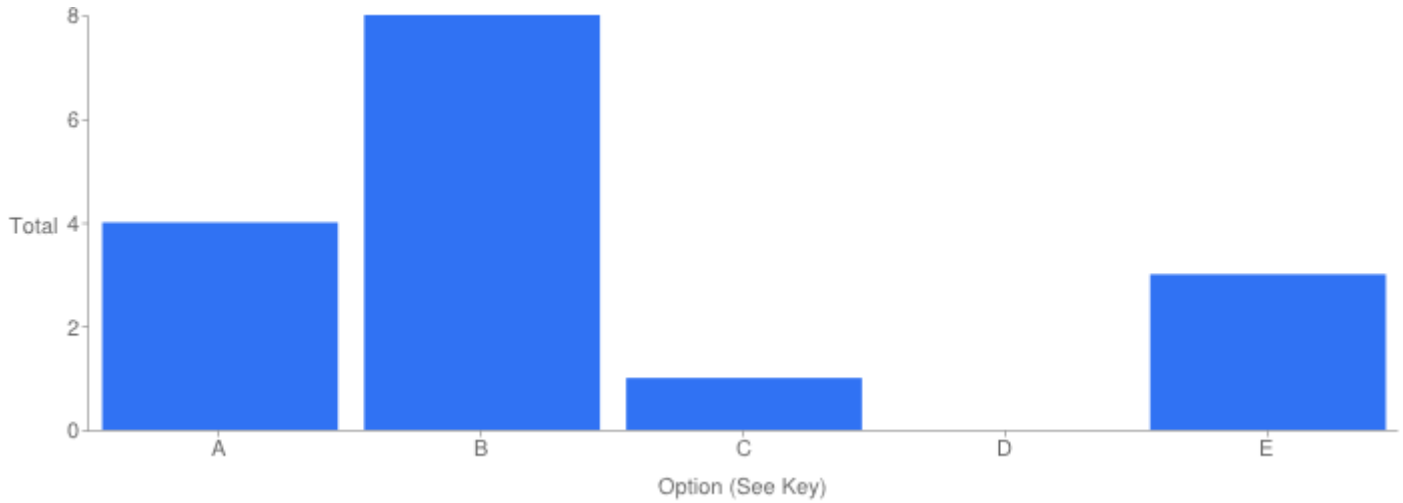
Key	Option	Total	Percent of All
A	Excellent	4	25.00%
B	Good	6	37.50%
C	Adequate	3	18.75%
D	Poor	0	0%
E	Not Answered	3	18.75%

Table of "Upkeep of roads and pathways"



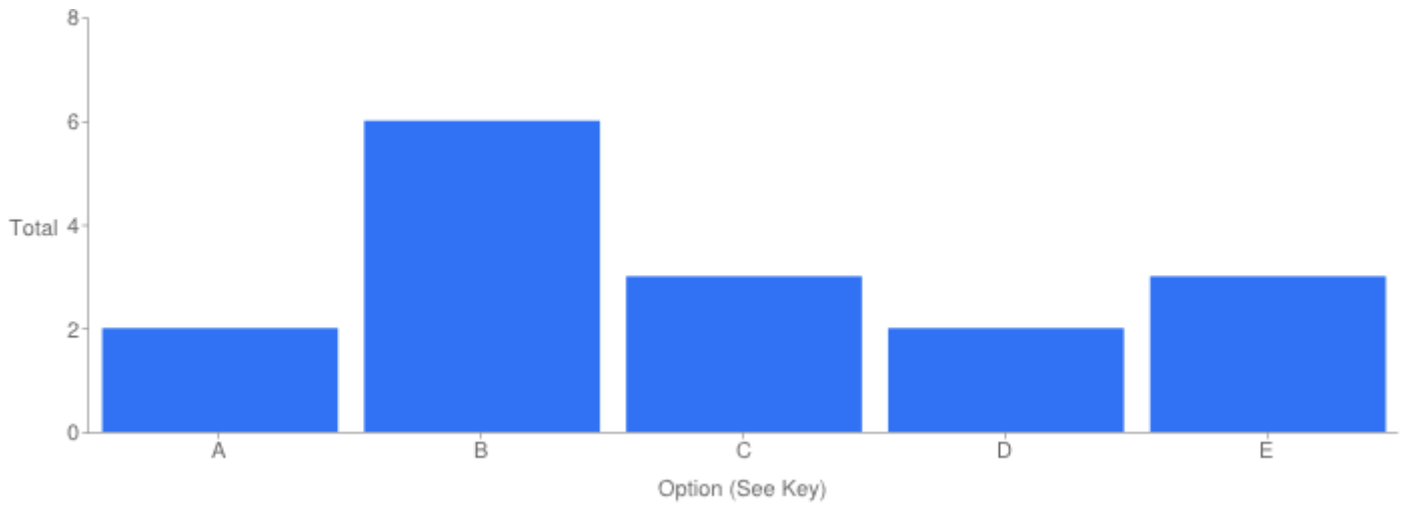
Key	Option	Total	Percent of All
A	Excellent	3	18.75%
B	Good	9	56.25%
C	Adequate	1	6.250%
D	Poor	0	0%
E	Not Answered	3	18.75%

Table of "Standards of Grounds Maintenance"



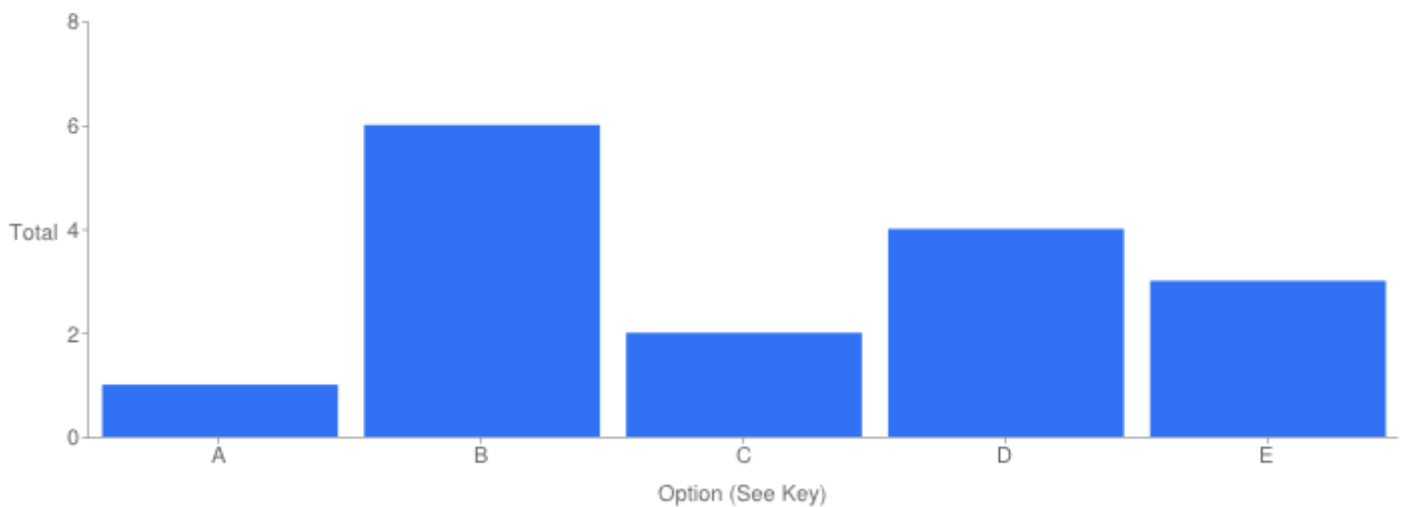
Key	Option	Total	Percent of All
A	Excellent	4	25.00%
B	Good	8	50.0%
C	Adequate	1	6.250%
D	Poor	0	0%
E	Not Answered	3	18.75%

Table of "Floral Tribute Facilities"



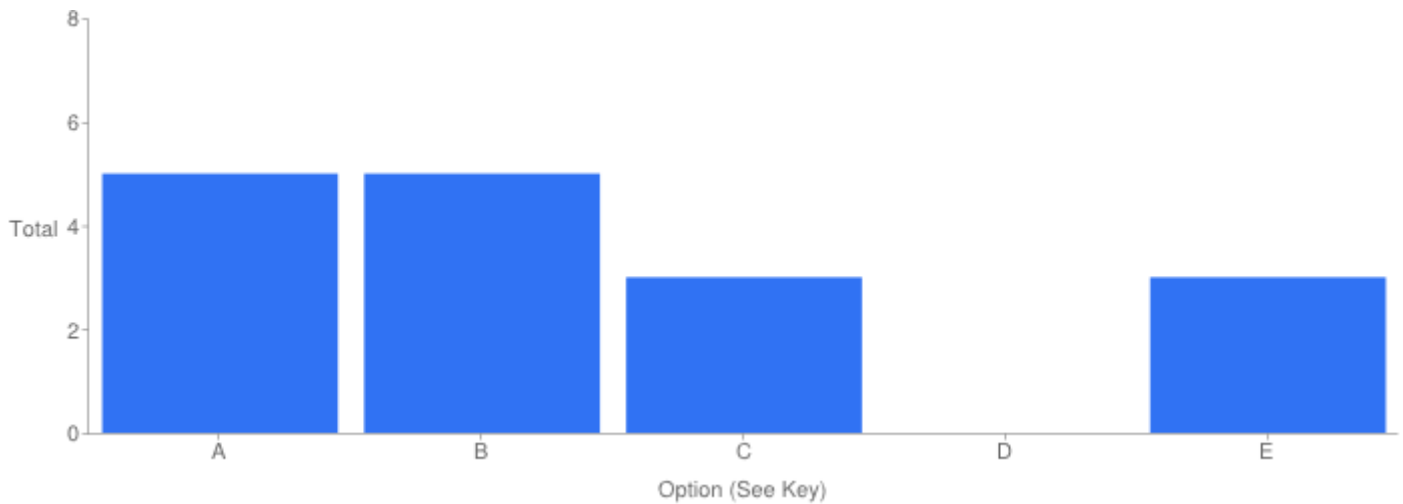
Key	Option	Total	Percent of All
A	Excellent	2	12.50%
B	Good	6	37.50%
C	Adequate	3	18.75%
D	Poor	2	12.50%
E	Not Answered	3	18.75%

Table of "Waiting Room Facilities"



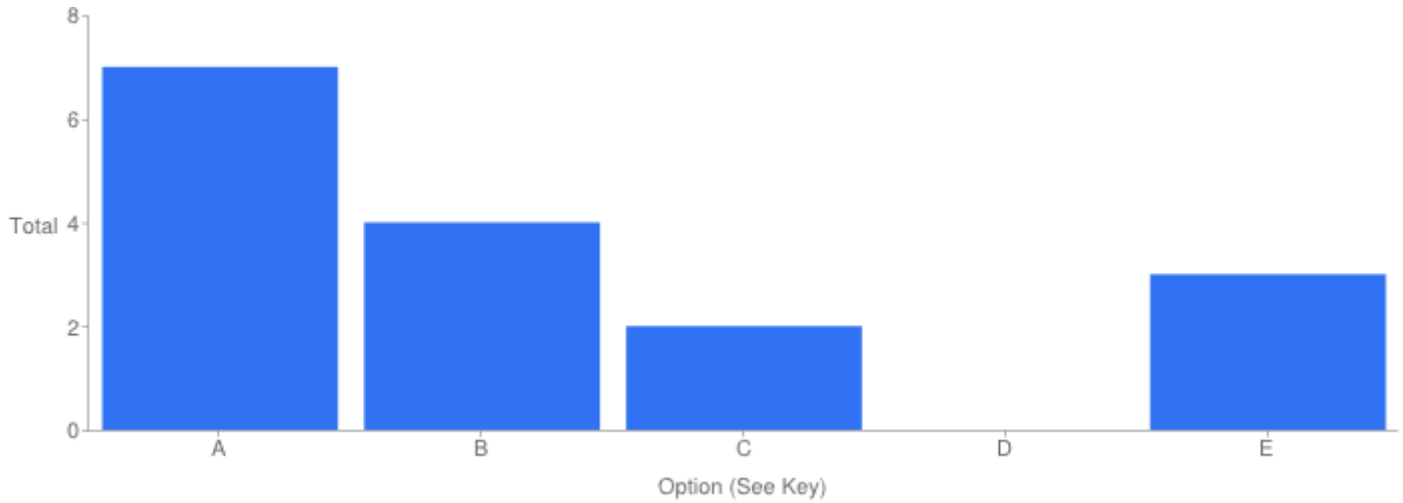
Key	Option	Total	Percent of All
A	Excellent	1	6.250%
B	Good	6	37.50%
C	Adequate	2	12.50%
D	Poor	4	25.00%
E	Not Answered	3	18.75%

Table of "Parking Facilities"



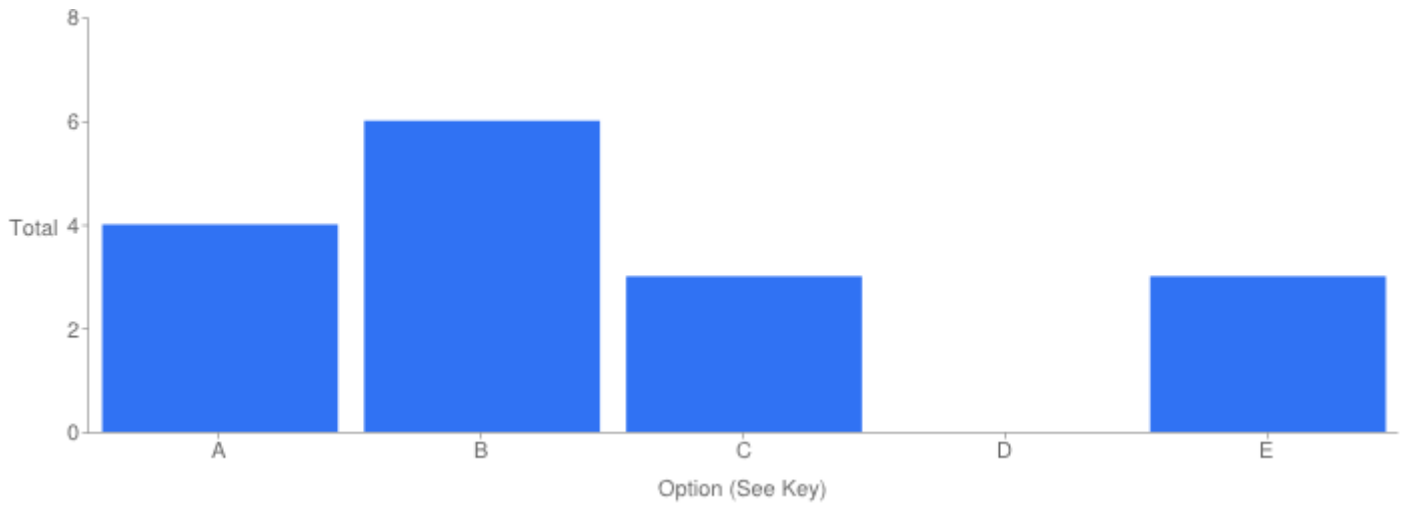
Key	Option	Total	Percent of All
A	Excellent	5	31.25%
B	Good	5	31.25%
C	Adequate	3	18.75%
D	Poor	0	0%
E	Not Answered	3	18.75%

Table of "Access to the Crematoria Offices"



Key	Option	Total	Percent of All
A	Excellent	7	43.75%
B	Good	4	25.00%
C	Adequate	2	12.50%
D	Poor	0	0%
E	Not Answered	3	18.75%

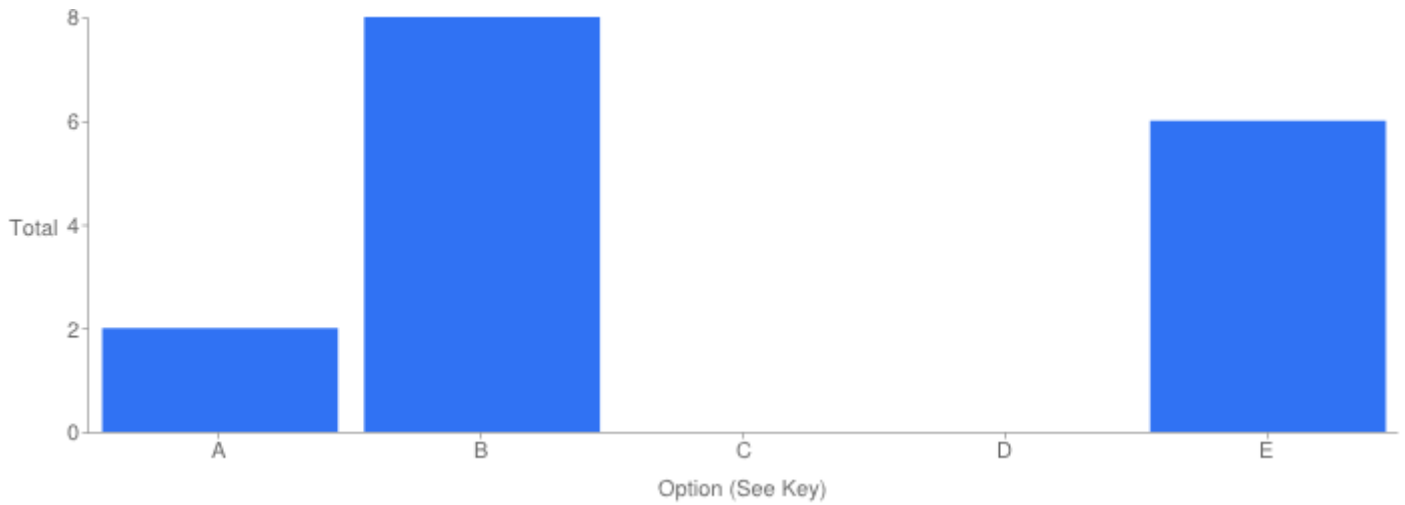
Table of "Availability of Chapel Times"



Key	Option	Total	Percent of All
A	Excellent	4	25.00%
B	Good	6	37.50%
C	Adequate	3	18.75%
D	Poor	0	0%
E	Not Answered	3	18.75%

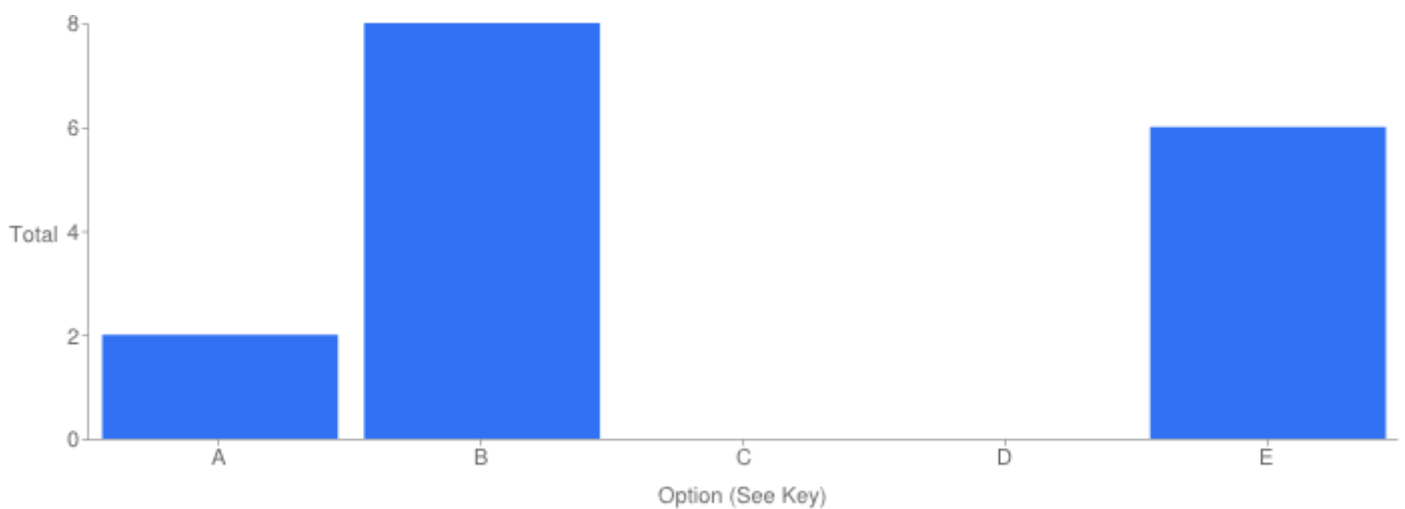
Question 9: Please indicate your satisfaction with the crematoria service at Sutton Coldfield Crematorium by ticking the box you think is most appropriate

Table of "The Lighting Levels"



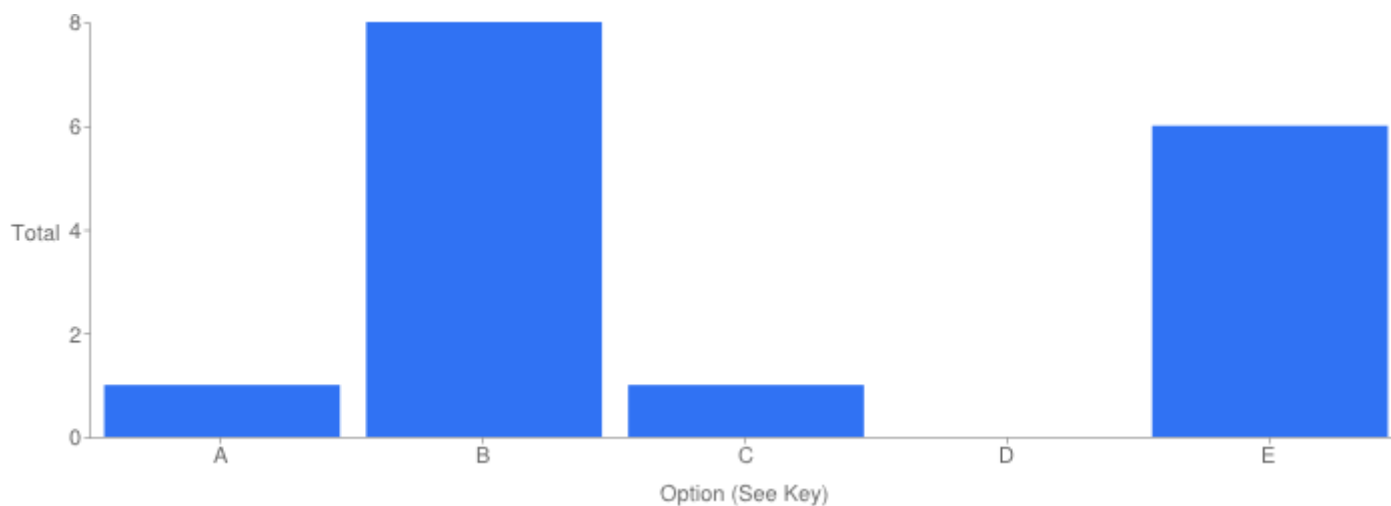
Key	Option	Total	Percent of All
A	Excellent	2	12.50%
B	Good	8	50.0%
C	Adequate	0	0%
D	Poor	0	0%
E	Not Answered	6	37.50%

Table of "The Heating"



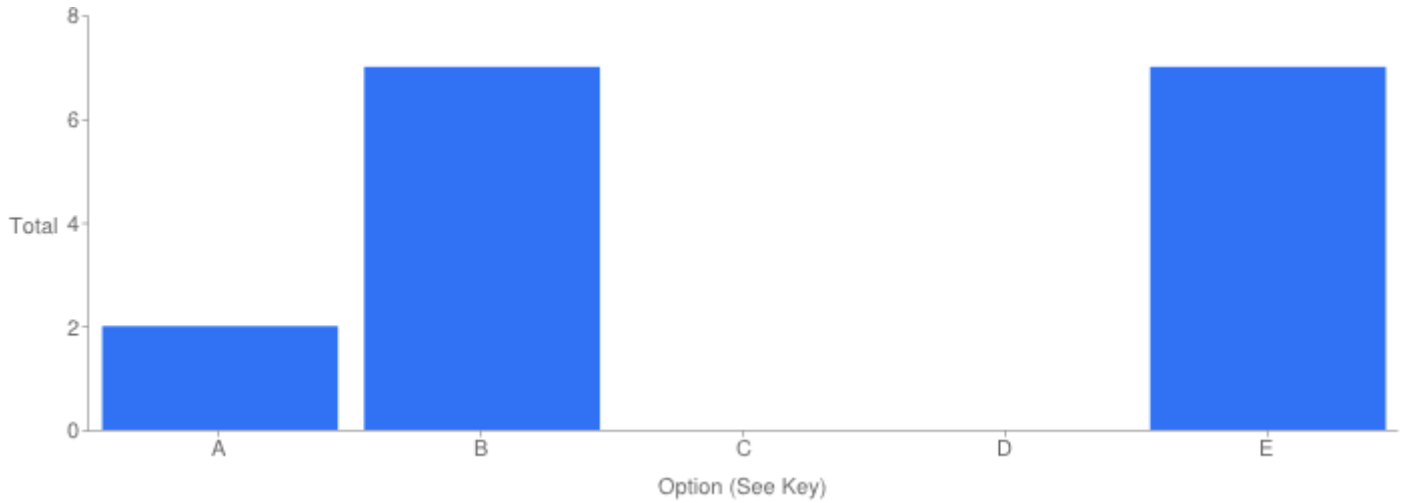
Key	Option	Total	Percent of All
A	Excellent	2	12.50%
B	Good	8	50.0%
C	Adequate	0	0%
D	Poor	0	0%
E	Not Answered	6	37.50%

Table of "The Ventilation"



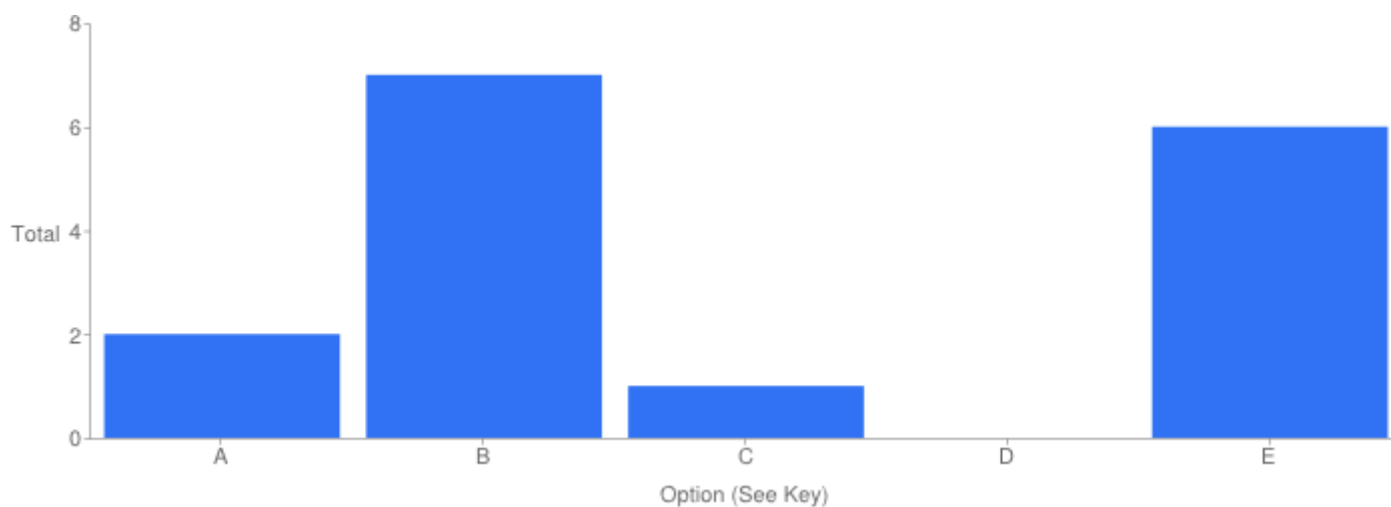
Key	Option	Total	Percent of All
A	Excellent	1	6.250%
B	Good	8	50.0%
C	Adequate	1	6.250%
D	Poor	0	0%
E	Not Answered	6	37.50%

Table of "General Presentation"



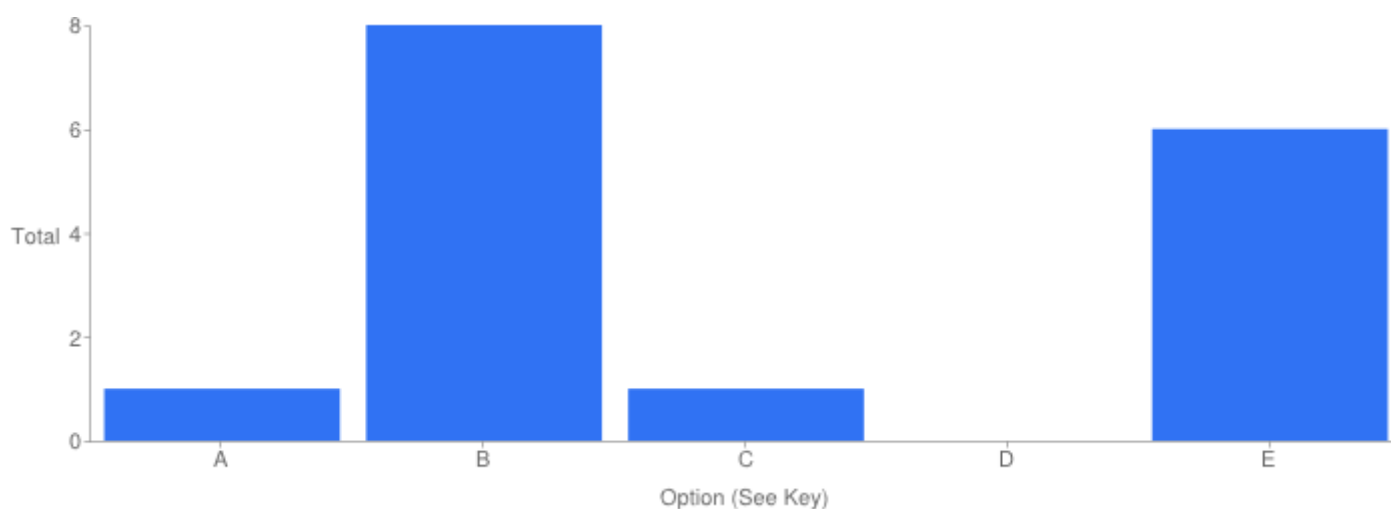
Key	Option	Total	Percent of All
A	Excellent	2	12.50%
B	Good	7	43.75%
C	Adequate	0	0%
D	Poor	0	0%
E	Not Answered	7	43.75%

Table of "The Opening and Closing Times"



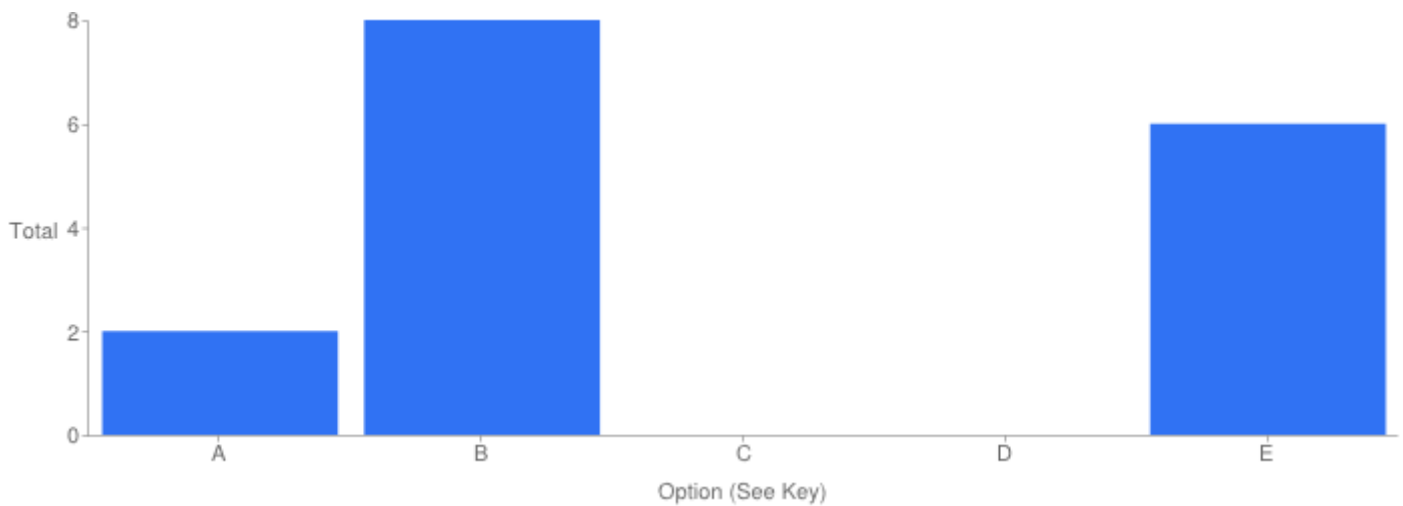
Key	Option	Total	Percent of All
A	Excellent	2	12.50%
B	Good	7	43.75%
C	Adequate	1	6.250%
D	Poor	0	0%
E	Not Answered	6	37.50%

Table of "Cremation charges as value for money"



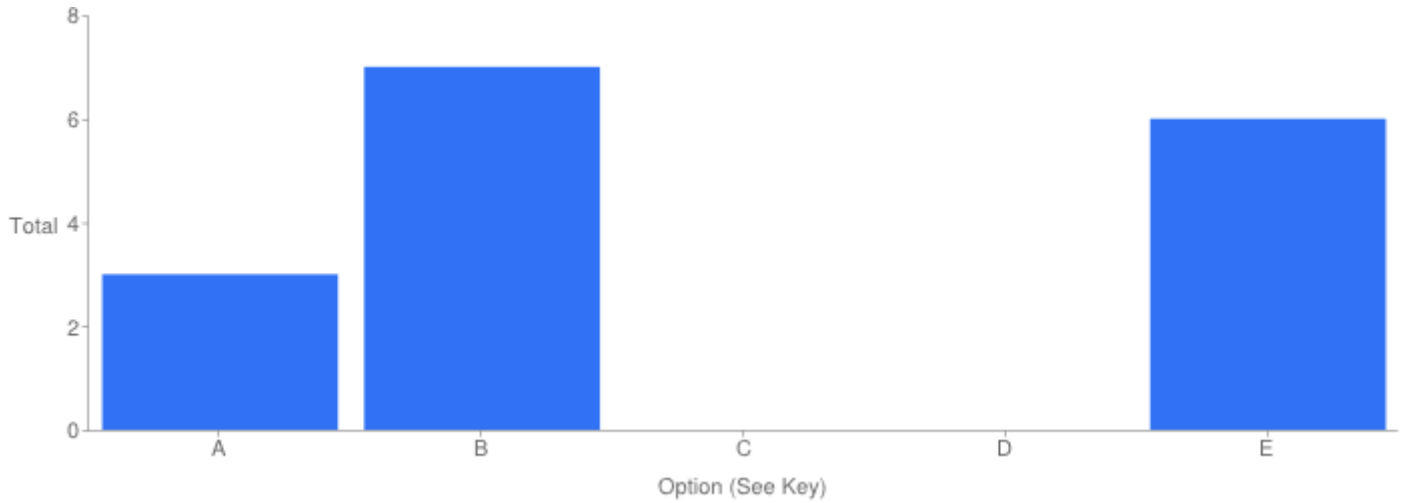
Key	Option	Total	Percent of All
A	Excellent	1	6.250%
B	Good	8	50.0%
C	Adequate	1	6.250%
D	Poor	0	0%
E	Not Answered	6	37.50%

Table of "Upkeep of roads and pathways"



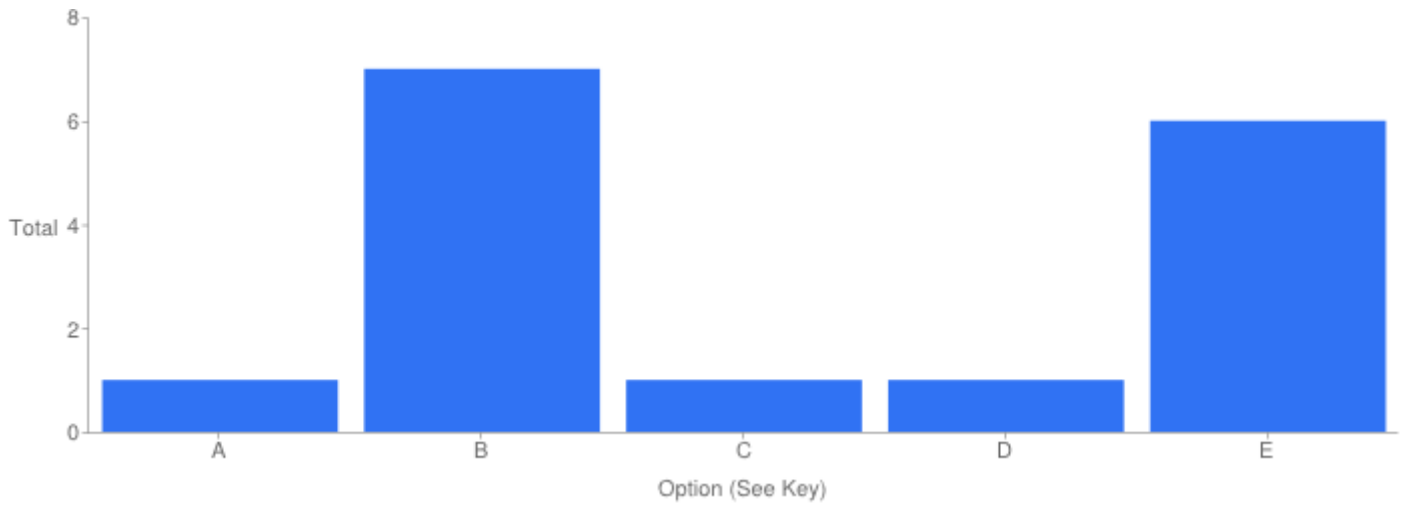
Key	Option	Total	Percent of All
A	Excellent	2	12.50%
B	Good	8	50.0%
C	Adequate	0	0%
D	Poor	0	0%
E	Not Answered	6	37.50%

Table of "Standards of Grounds Maintenance"



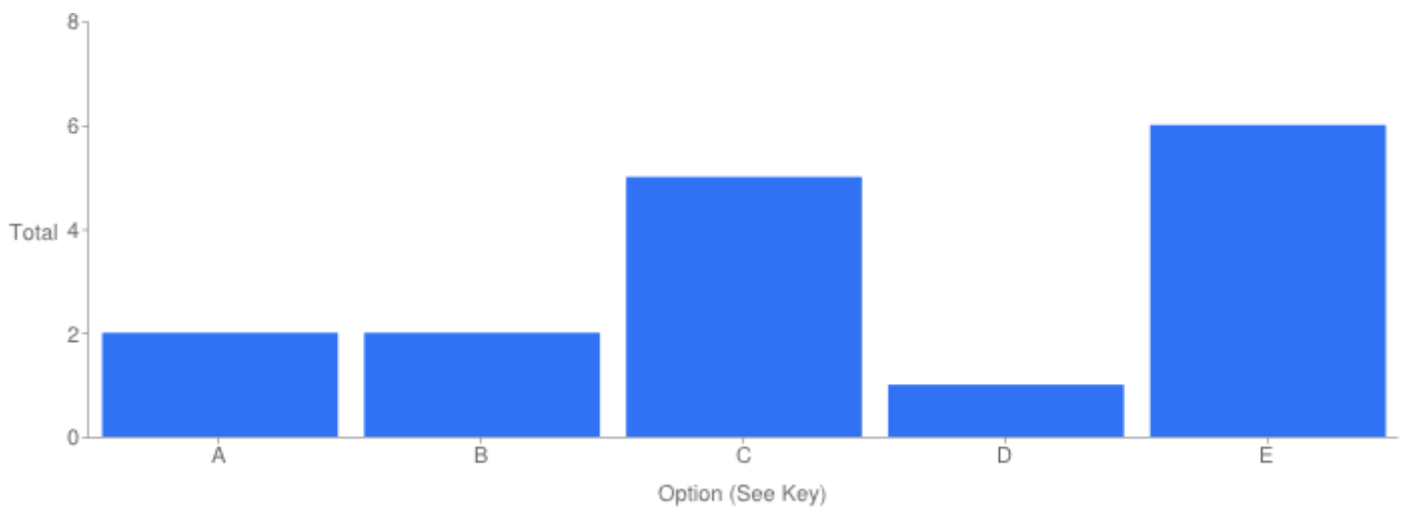
Key	Option	Total	Percent of All
A	Excellent	3	18.75%
B	Good	7	43.75%
C	Adequate	0	0%
D	Poor	0	0%
E	Not Answered	6	37.50%

Table of "Floral Tribute Facilities"



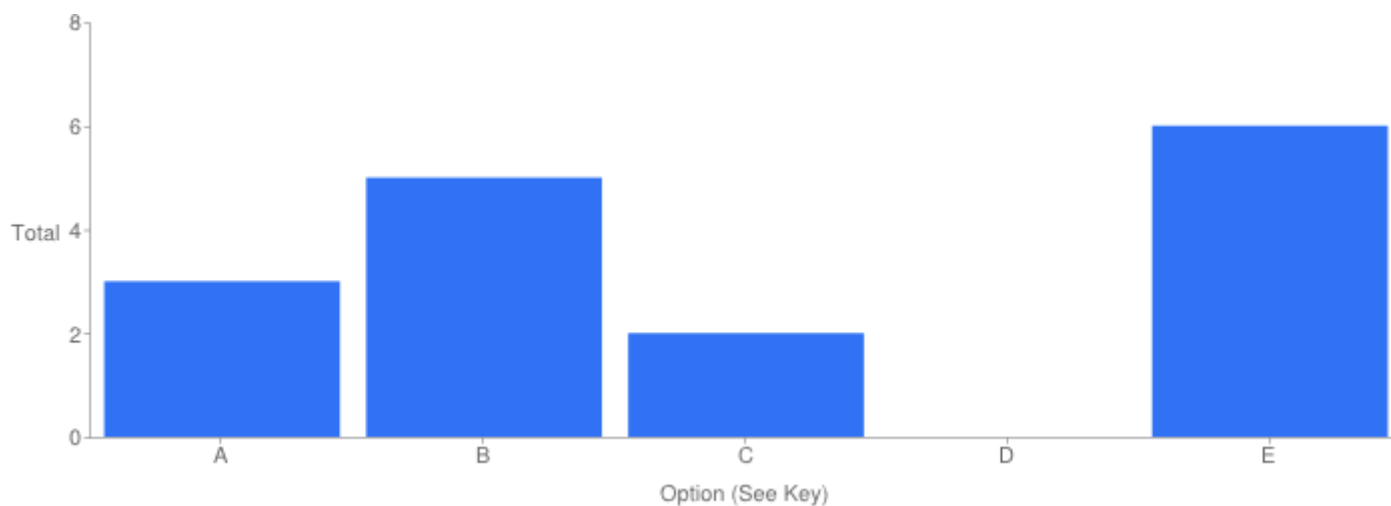
Key	Option	Total	Percent of All
A	Excellent	1	6.250%
B	Good	7	43.75%
C	Adequate	1	6.250%
D	Poor	1	6.250%
E	Not Answered	6	37.50%

Table of "Waiting Room Facilities"



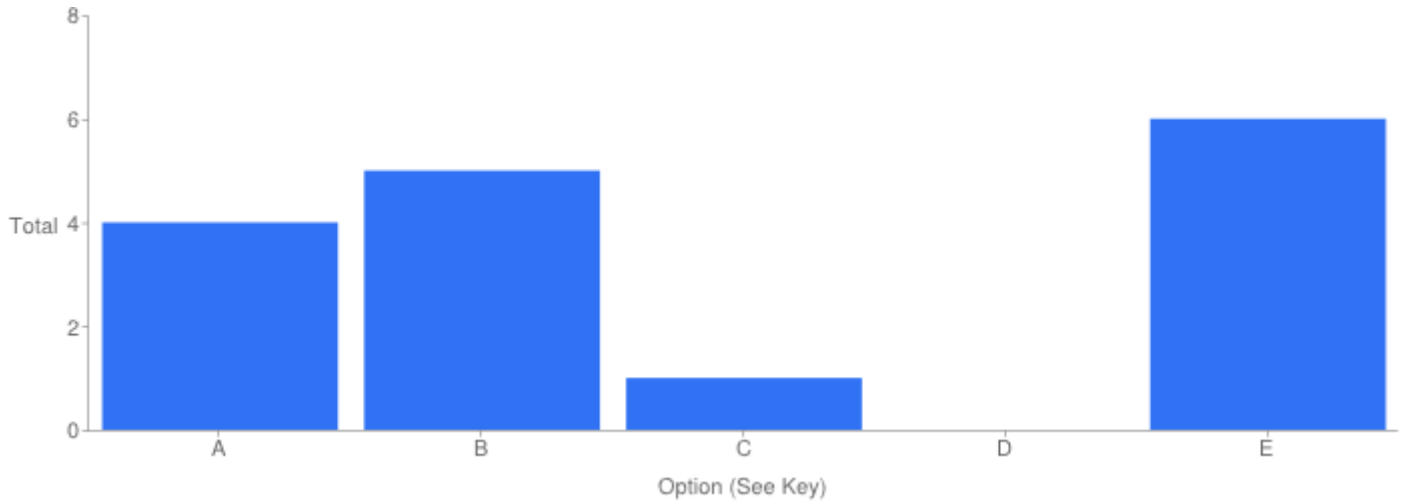
Key	Option	Total	Percent of All
A	Excellent	2	12.50%
B	Good	2	12.50%
C	Adequate	5	31.25%
D	Poor	1	6.250%
E	Not Answered	6	37.50%

Table of "Parking Facilities"



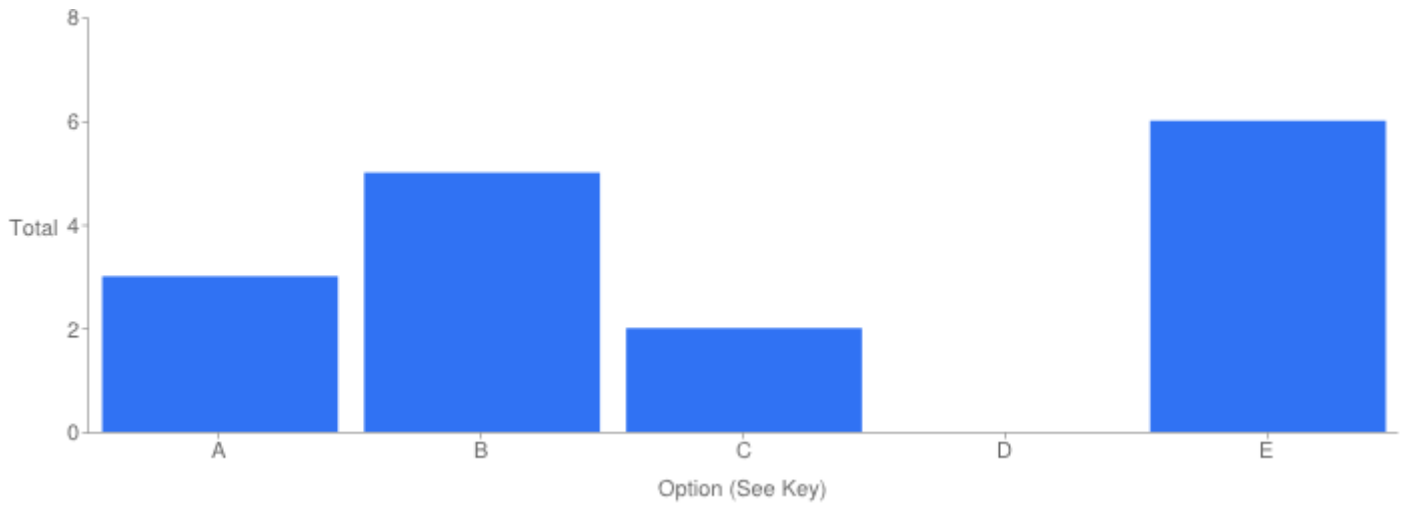
Key	Option	Total	Percent of All
A	Excellent	3	18.75%
B	Good	5	31.25%
C	Adequate	2	12.50%
D	Poor	0	0%
E	Not Answered	6	37.50%

Table of "Access to the Crematoria Offices"



Key	Option	Total	Percent of All
A	Excellent	4	25.00%
B	Good	5	31.25%
C	Adequate	1	6.250%
D	Poor	0	0%
E	Not Answered	6	37.50%

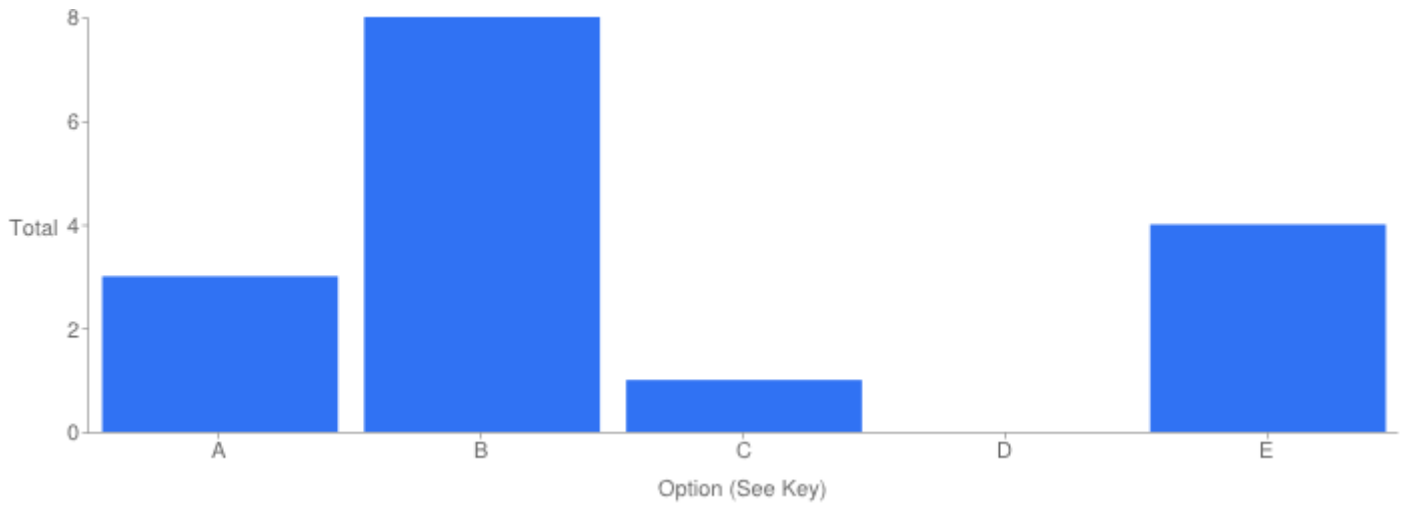
Table of "Availability of Chapel Times"



Key	Option	Total	Percent of All
A	Excellent	3	18.75%
B	Good	5	31.25%
C	Adequate	2	12.50%
D	Poor	0	0%
E	Not Answered	6	37.50%

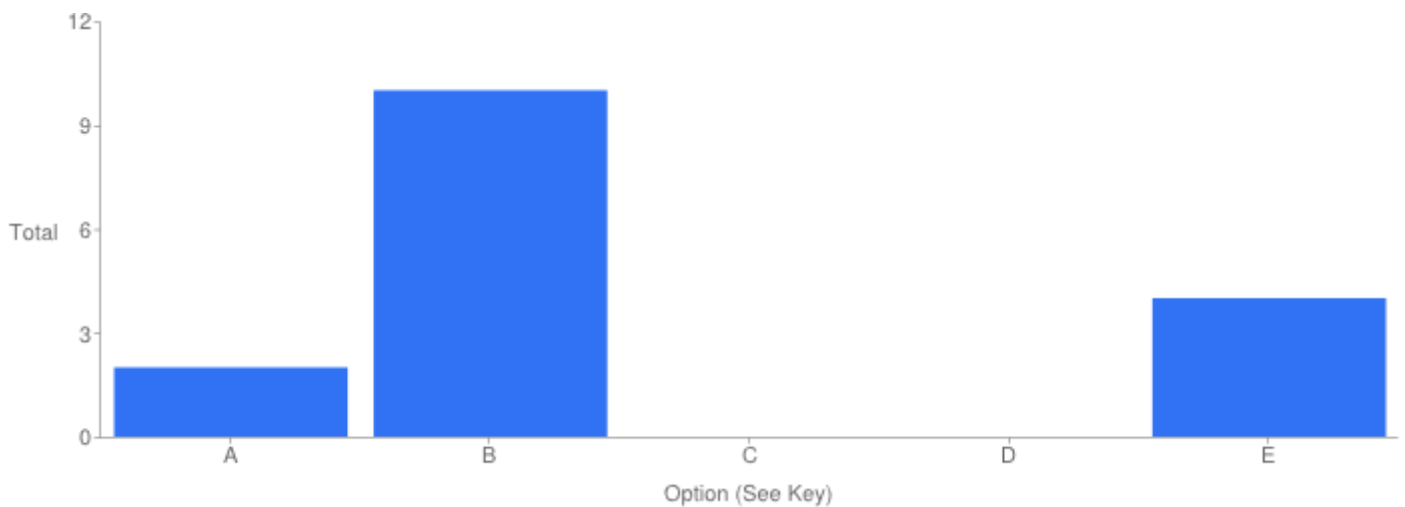
Question 10: Please indicate your satisfaction with the crematoria service at Yardley Crematorium by ticking the box you think is most appropriate

Table of "The Lighting Levels"



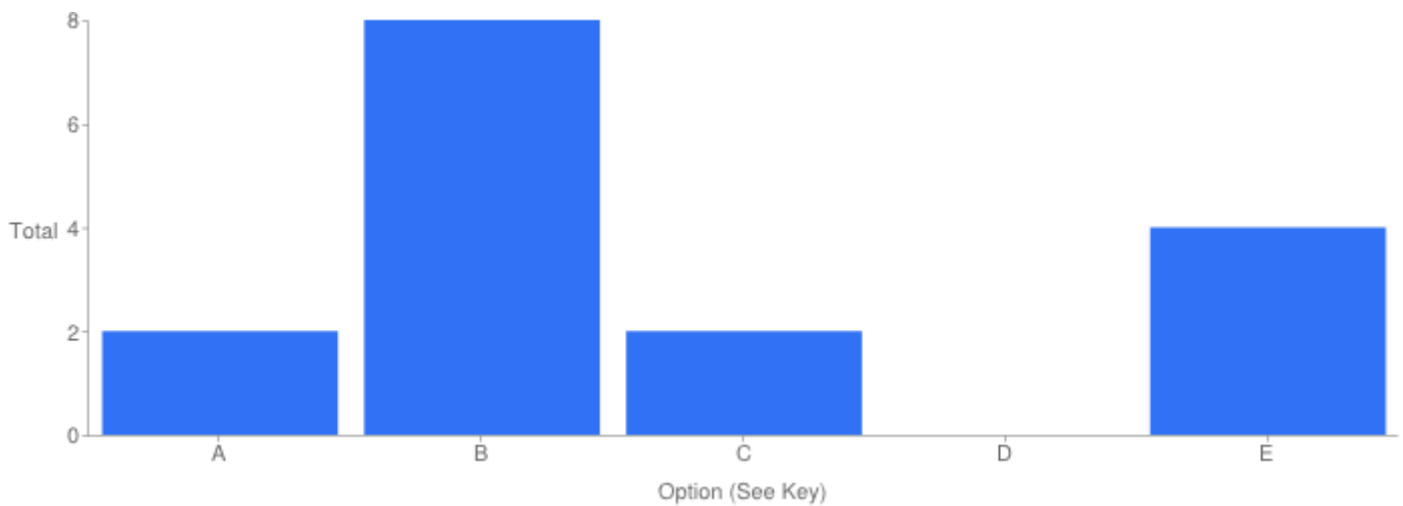
Key	Option	Total	Percent of All
A	Excellent	3	18.75%
B	Good	8	50.0%
C	Adequate	1	6.250%
D	Poor	0	0%
E	Not Answered	4	25.00%

Table of "The Heating"



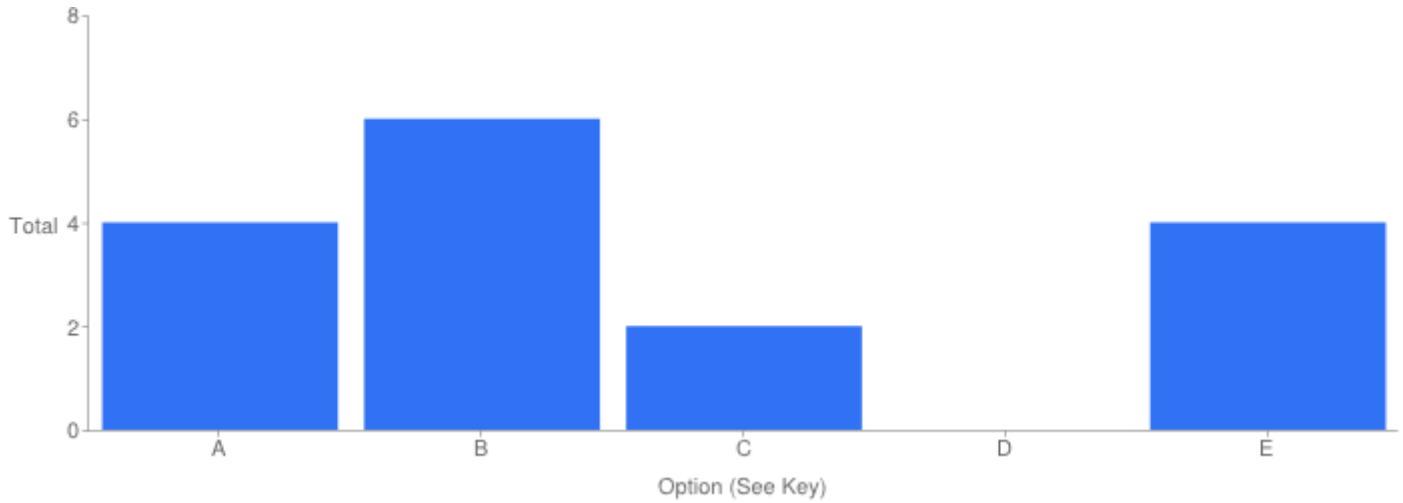
Key	Option	Total	Percent of All
A	Excellent	2	12.50%
B	Good	10	62.50%
C	Adequate	0	0%
D	Poor	0	0%
E	Not Answered	4	25.00%

Table of "The Ventilation"



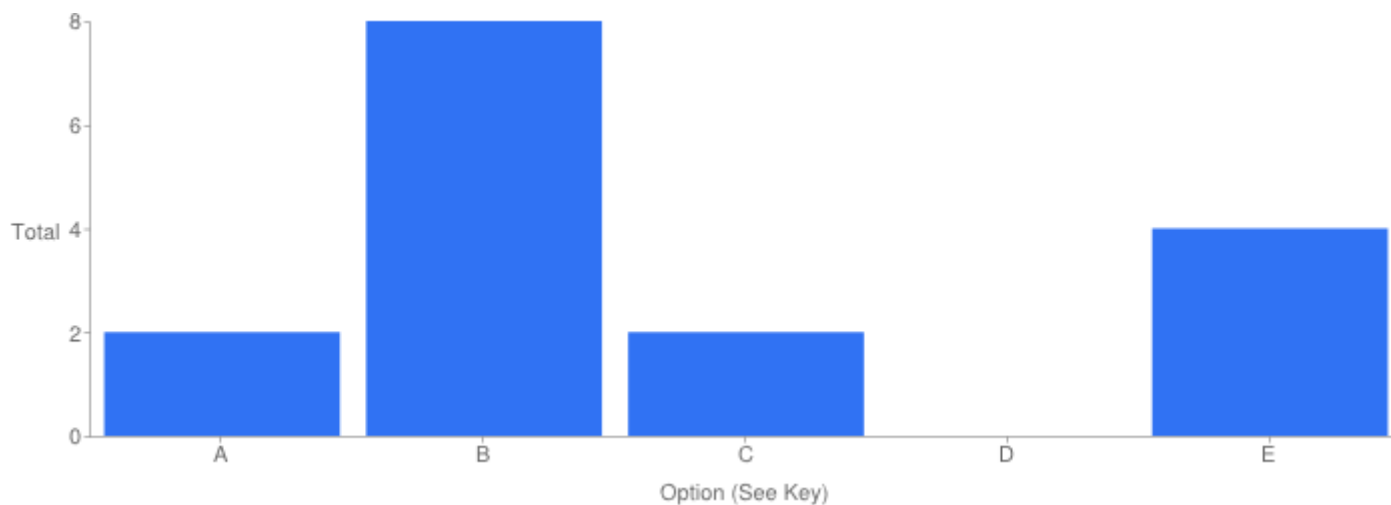
Key	Option	Total	Percent of All
A	Excellent	2	12.50%
B	Good	8	50.0%
C	Adequate	2	12.50%
D	Poor	0	0%
E	Not Answered	4	25.00%

Table of "General Presentation"



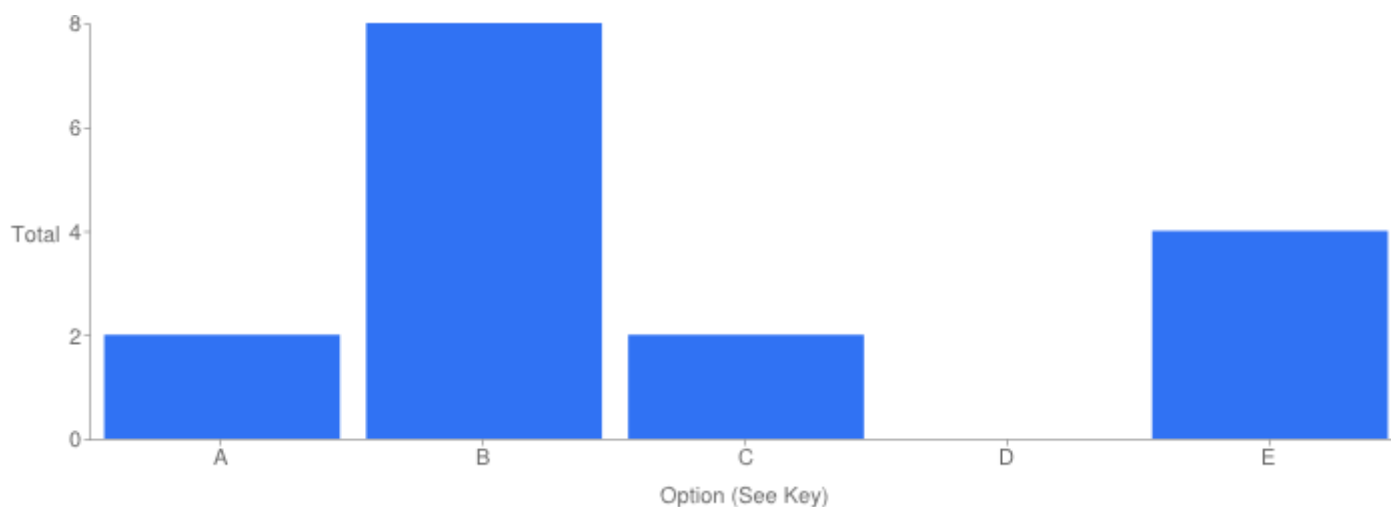
Key	Option	Total	Percent of All
A	Excellent	4	25.00%
B	Good	6	37.50%
C	Adequate	2	12.50%
D	Poor	0	0%
E	Not Answered	4	25.00%

Table of "The Opening and Closing Times"



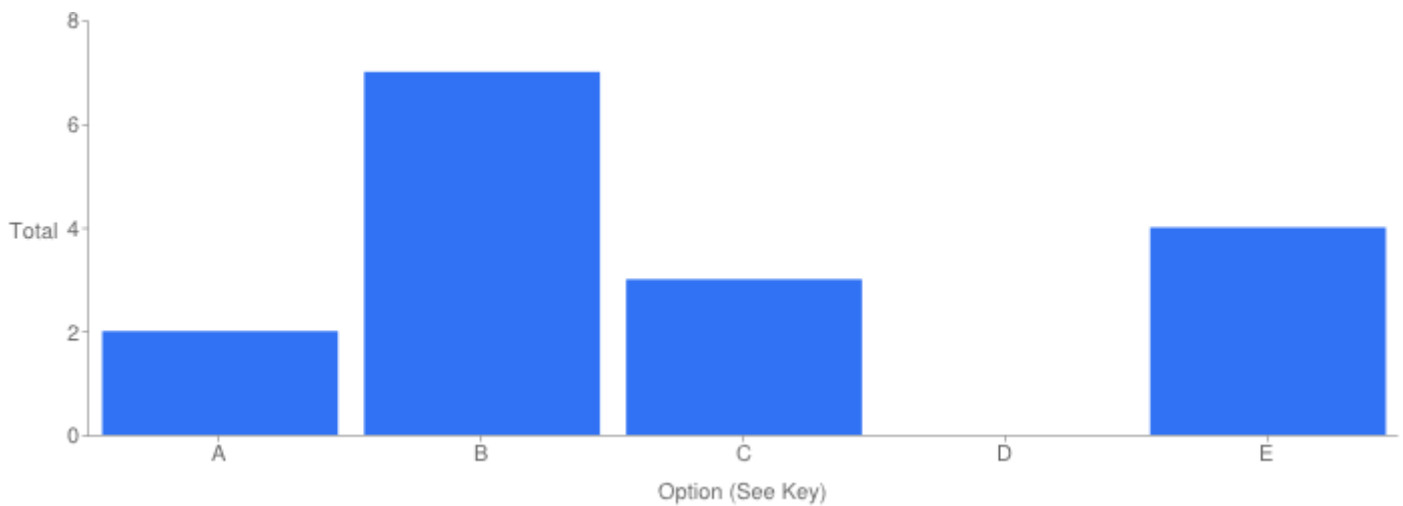
Key	Option	Total	Percent of All
A	Excellent	2	12.50%
B	Good	8	50.0%
C	Adequate	2	12.50%
D	Poor	0	0%
E	Not Answered	4	25.00%

Table of "Cremation charges as value for money"



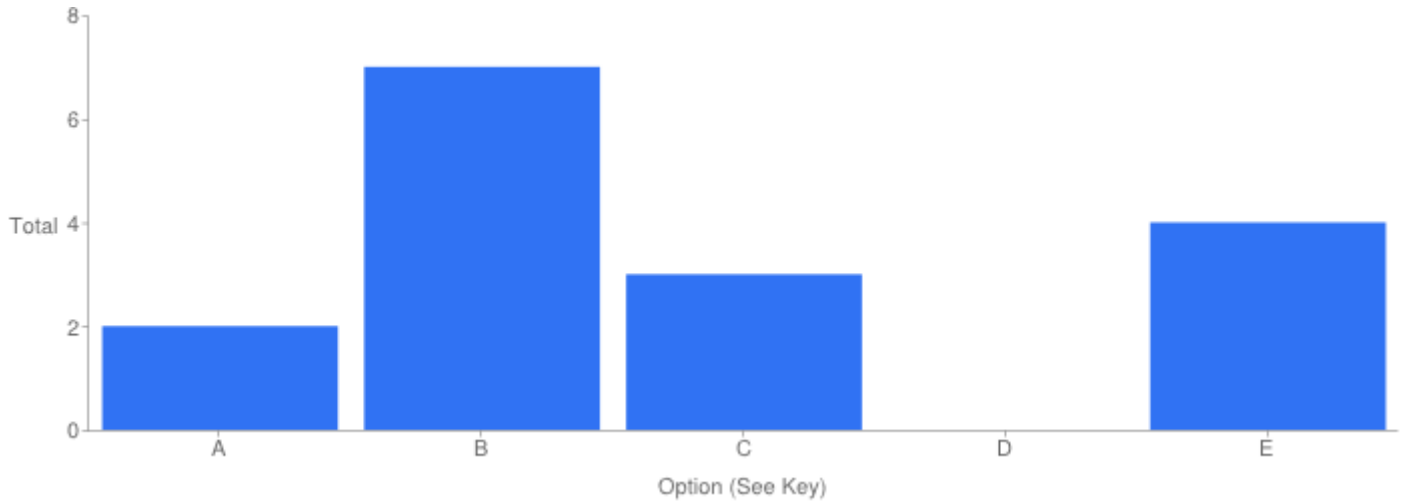
Key	Option	Total	Percent of All
A	Excellent	2	12.50%
B	Good	8	50.0%
C	Adequate	2	12.50%
D	Poor	0	0%
E	Not Answered	4	25.00%

Table of "Upkeep of roads and pathways"



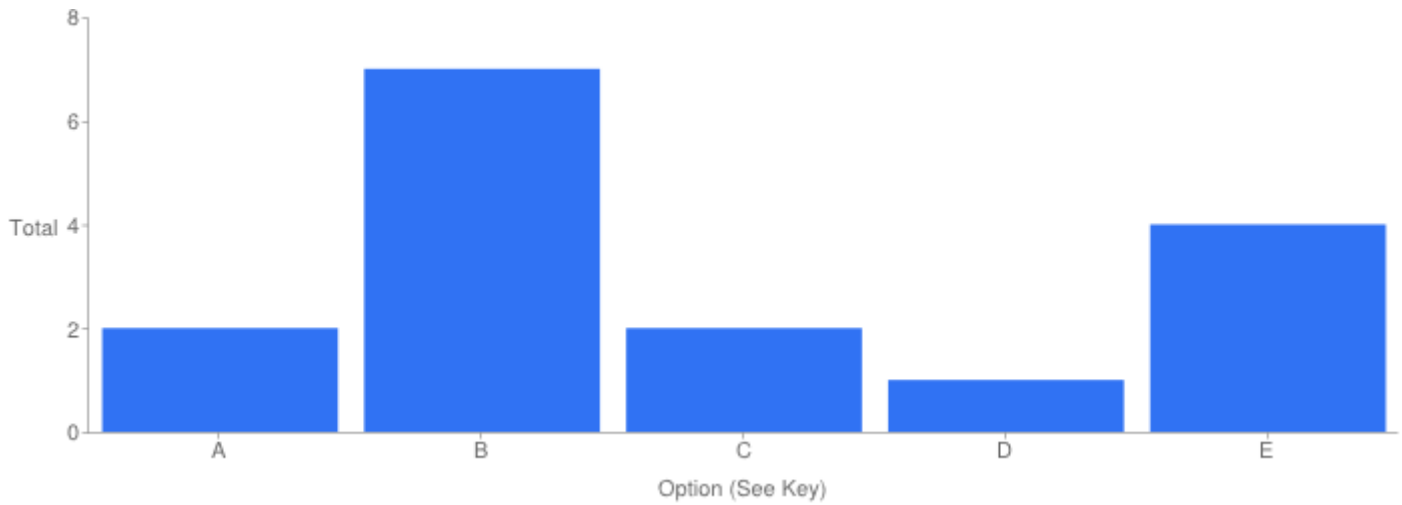
Key	Option	Total	Percent of All
A	Excellent	2	12.50%
B	Good	7	43.75%
C	Adequate	3	18.75%
D	Poor	0	0%
E	Not Answered	4	25.00%

Table of "Standard of Grounds Maintenance"



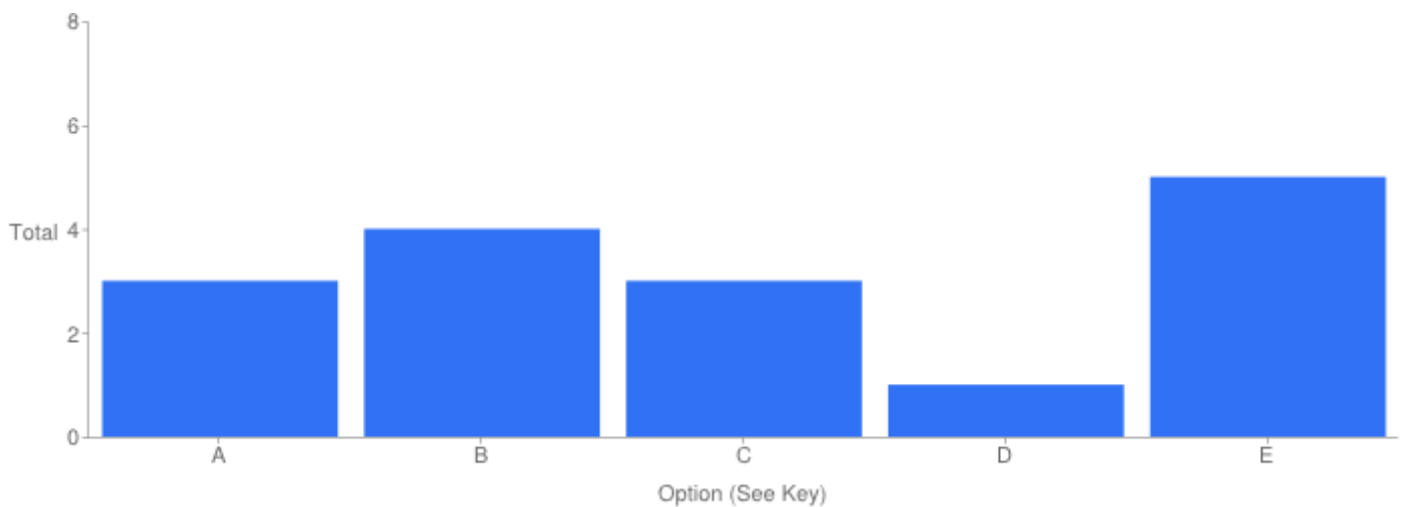
Key	Option	Total	Percent of All
A	Excellent	2	12.50%
B	Good	7	43.75%
C	Adequate	3	18.75%
D	Poor	0	0%
E	Not Answered	4	25.00%

Table of "Floral Tribute Facilities"



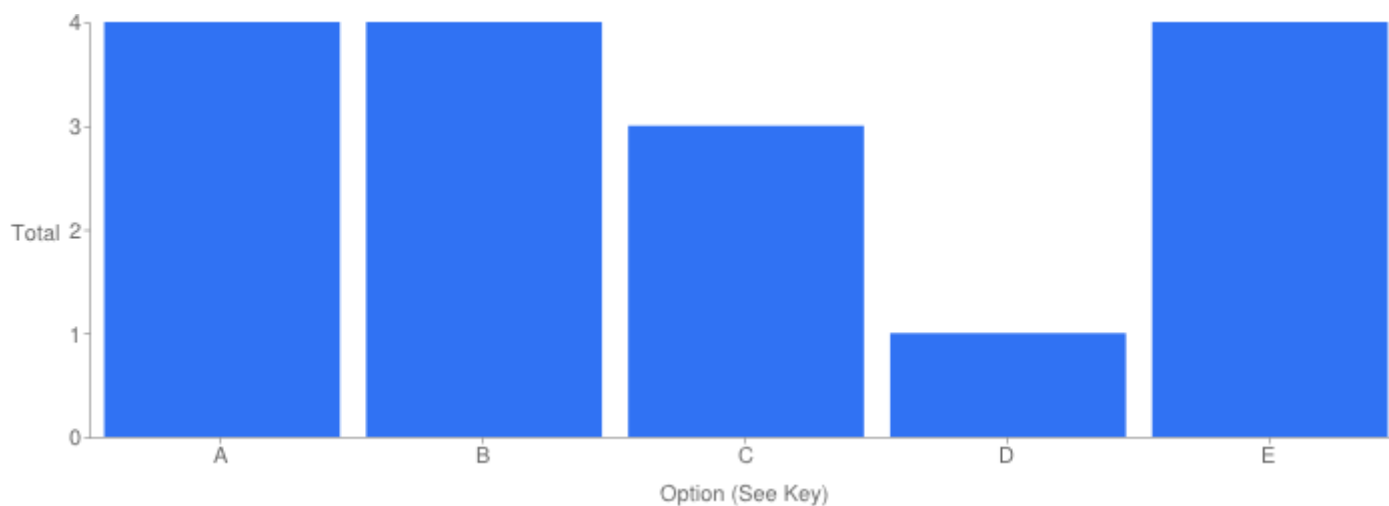
Key	Option	Total	Percent of All
A	Excellent	2	12.50%
B	Good	7	43.75%
C	Adequate	2	12.50%
D	Poor	1	6.250%
E	Not Answered	4	25.00%

Table of "Waiting Room Facilities"



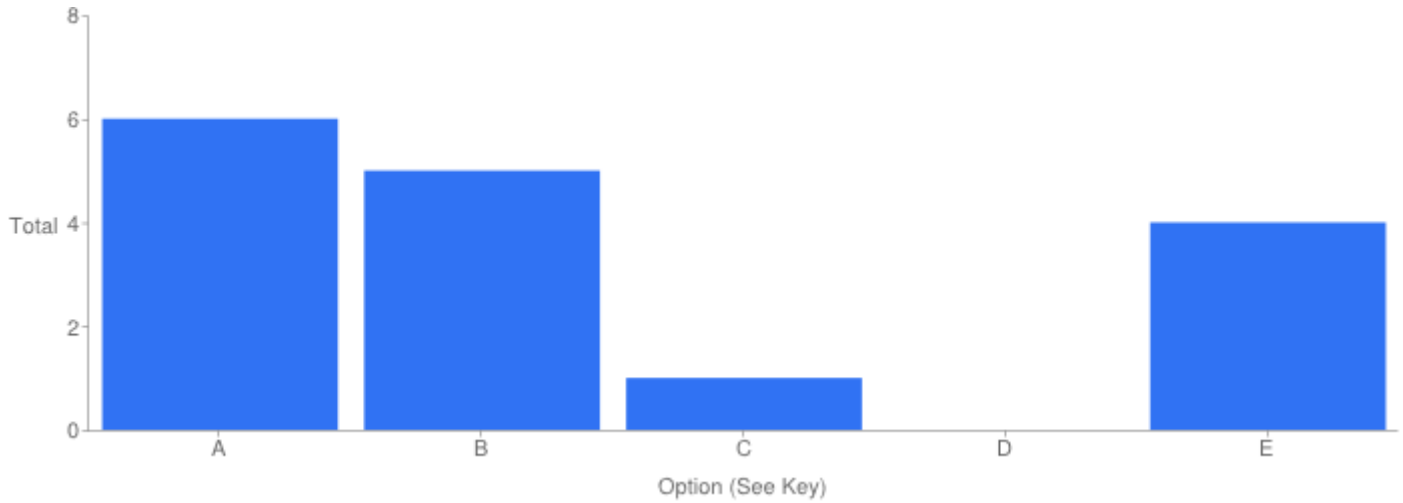
Key	Option	Total	Percent of All
A	Excellent	3	18.75%
B	Good	4	25.00%
C	Adequate	3	18.75%
D	Poor	1	6.250%
E	Not Answered	5	31.25%

Table of "Parking Facilities"



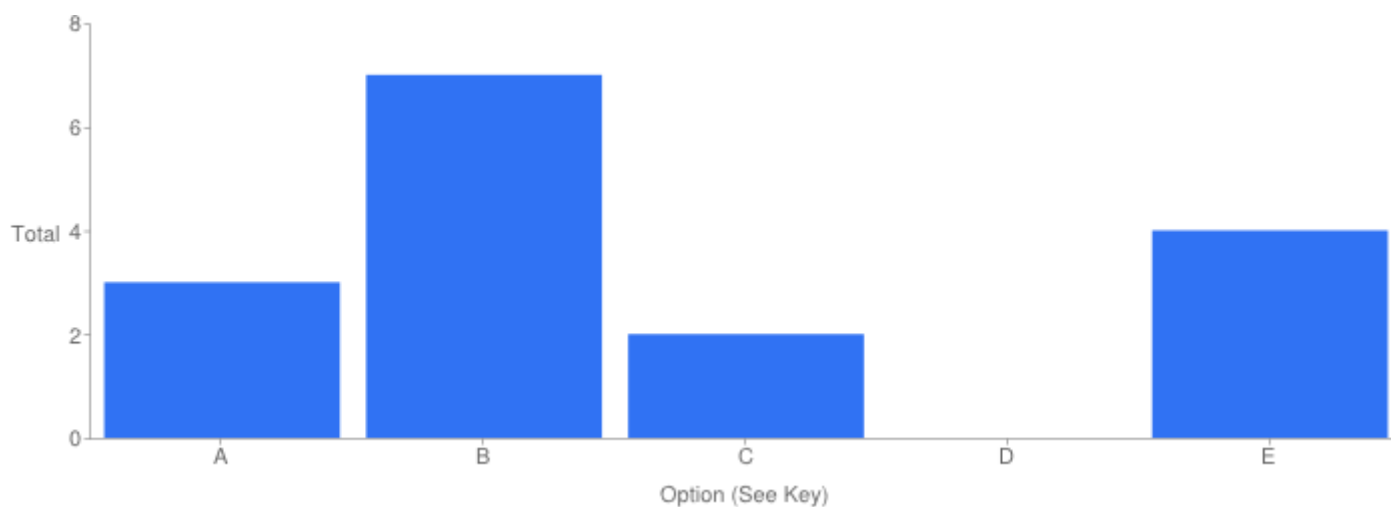
Key	Option	Total	Percent of All
A	Excellent	4	25.00%
B	Good	4	25.00%
C	Adequate	3	18.75%
D	Poor	1	6.250%
E	Not Answered	4	25.00%

Table of "Access to the Crematoria Offices"



Key	Option	Total	Percent of All
A	Excellent	6	37.50%
B	Good	5	31.25%
C	Adequate	1	6.250%
D	Poor	0	0%
E	Not Answered	4	25.00%

Table of "Availability of Chapel Times"



Key	Option	Total	Percent of All
A	Excellent	3	18.75%
B	Good	7	43.75%
C	Adequate	2	12.50%
D	Poor	0	0%
E	Not Answered	4	25.00%

Question 11: Do you have any suggestions for improvement? If yes, please indicate for which site

There are 5 responses to this part of the question.

Question 12: Do you have any comments in relation to charges?

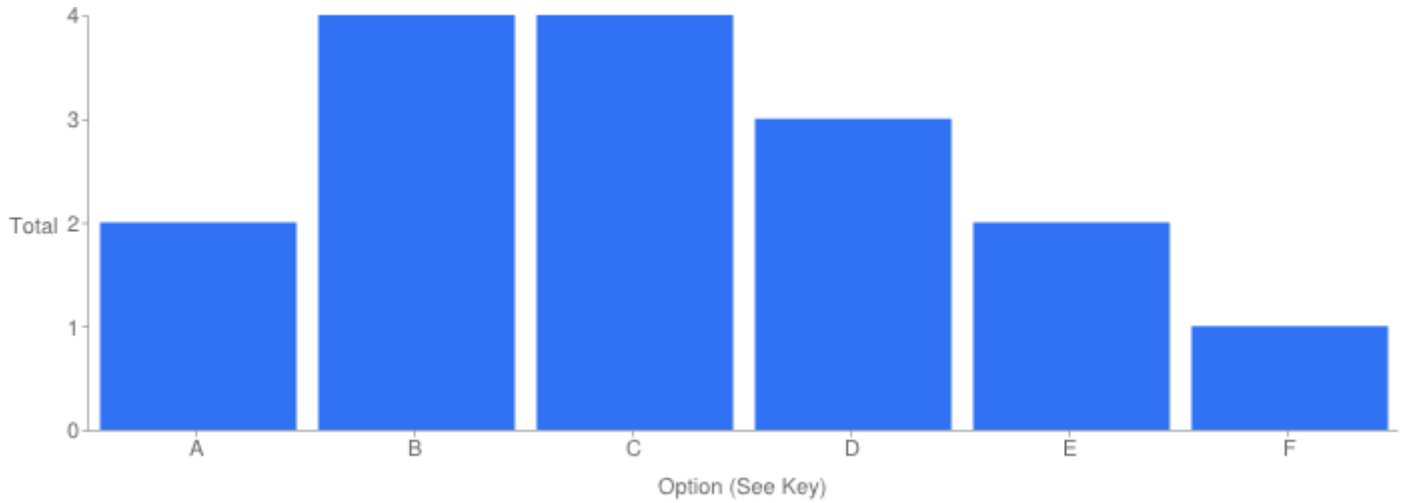
There are 3 responses to this part of the question.

Question 13: What are the factors that influence your client's choice to use one of the City Council's crematoria?

There are 9 responses to this part of the question.

Question 14: In a year what percentage of your service users would choose a Birmingham City Council Crematorium?

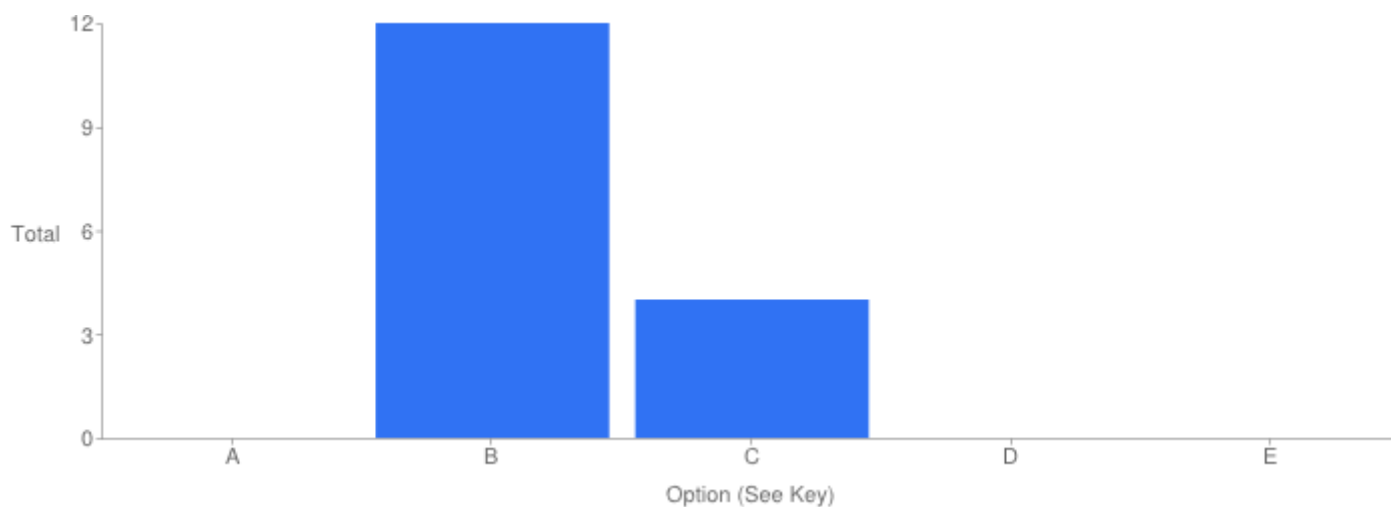
Table of "% choose BCC Cemetery"



Key	Option	Total	Percent of All
A	0-19%	2	12.50%
B	20-39%	4	25.00%
C	40-59%	4	25.00%
D	60-79%	3	18.75%
E	80-100%	2	12.50%
F	Not Answered	1	6.250%

Question 15: Are you able to book the time/date you want?

Table of "Book time and date want"



Key	Option	Total	Percent of All
A	Always	0	0%
B	Usually	12	75.00%
C	Sometimes	4	25.00%
D	Never	0	0%
E	Not Answered	0	0%

Question 16: Any comments in relation to booking the date/time you want?

There are no responses to this part of the question.

Question 17: The maximum coffin or casket size accepted at Lodge Hill and Yardley Crematoria is - Length 710", width 29" (73.66cm), depth 18" (45.72cm). Sutton Coldfield Crematorium can now accept a coffin or casket up to 33" (83.82cm). Please indicate the number of occasions in the last 12 months when this has proved inadequate for your clients needs and arrangements have been made for cremation outside the City where large coffins are accepted

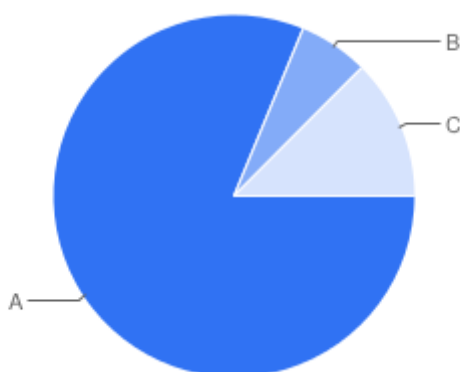
There are **10** responses to this part of the question.

Question 18: If an early time was offered to accept a deceased person for cremation without a service, how often would you use this facility?

There are 6 responses to this part of the question.

Question 19: 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 Group Forums". Do you find this method of information distribution effective?

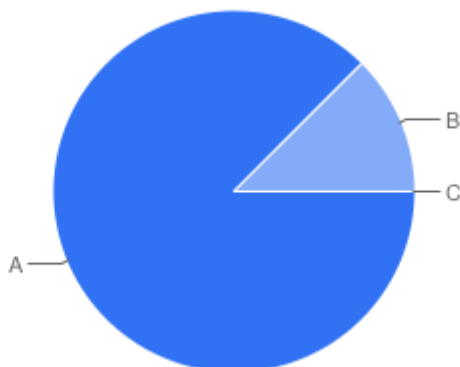
Table of "Q22"



Key	Option	Total	Percent of All
A	Yes	13	81.25%
B	No	1	6.250%
C	Not Answered	2	12.50%

Question 20: Do you regularly use email as a method of personal communication within your business?

Table of "Use email for business"



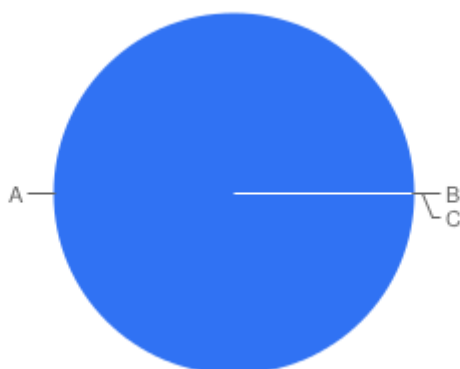
Key	Option	Total	Percent of All
A	Yes	14	87.50%
B	No	2	12.50%
C	Not Answered	0	0%

Question 21: If you would like us to communicate with you using your email address rather than your postal address please supply your email address

There are 8 responses to this part of the question.

Question 22: Do you find it easy to contact service managers within Bereavement Services?

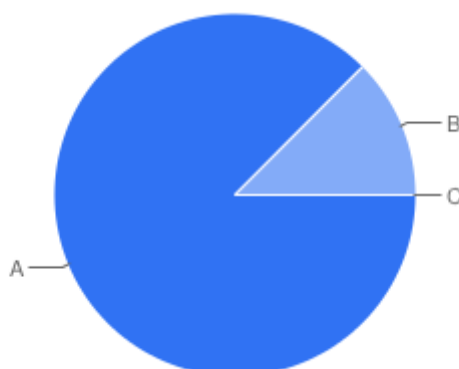
Table of "Easy to contact managers"



Key	Option	Total	Percent of All
A	Yes	16	100%
B	No	0	0%
C	Not Answered	0	0%

Question 23: Do you feel that this questionnaire is an effective method of consultation with Funeral Directors?

Table of "Questionnaire effective method of communication"



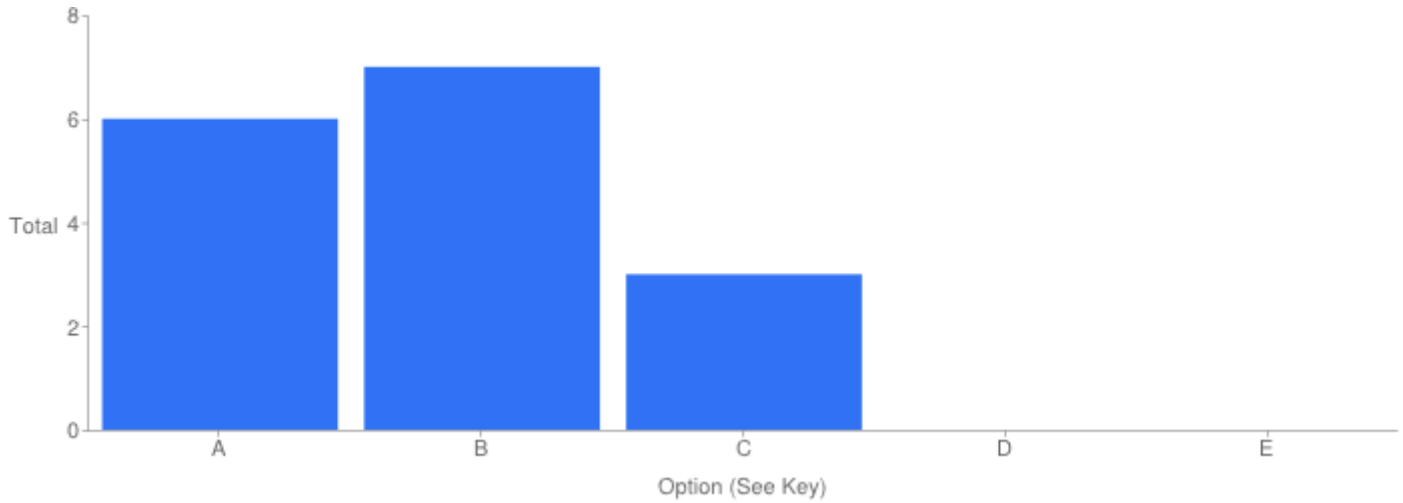
Key	Option	Total	Percent of All
A	Yes	14	87.50%
B	No	2	12.50%
C	Not Answered	0	0%

Question 24: If no, what is your preferred method of consultation?

There are 1 responses to this part of the question.

Question 25: How often do you use the 9:00am service?

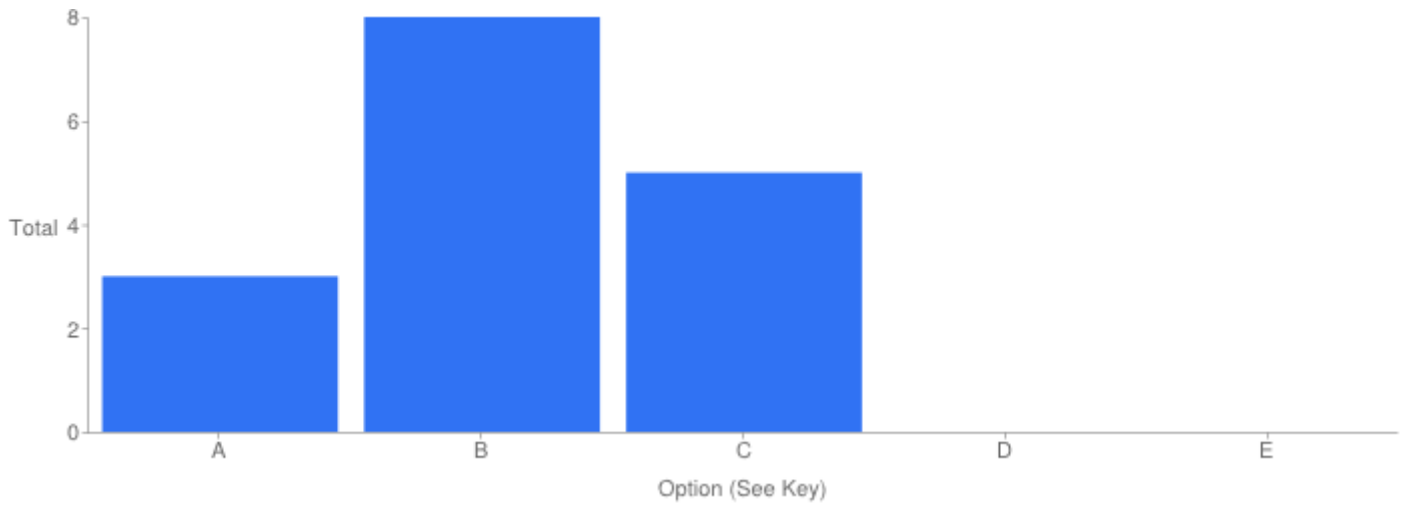
Table of "How often use 9am service"



Key	Option	Total	Percent of All
A	Never	6	37.50%
B	Rarely	7	43.75%
C	Sometimes	3	18.75%
D	Regularly	0	0%
E	Not Answered	0	0%

Question 26: If a 4:00pm service booking time was available how likely would you be to book it?

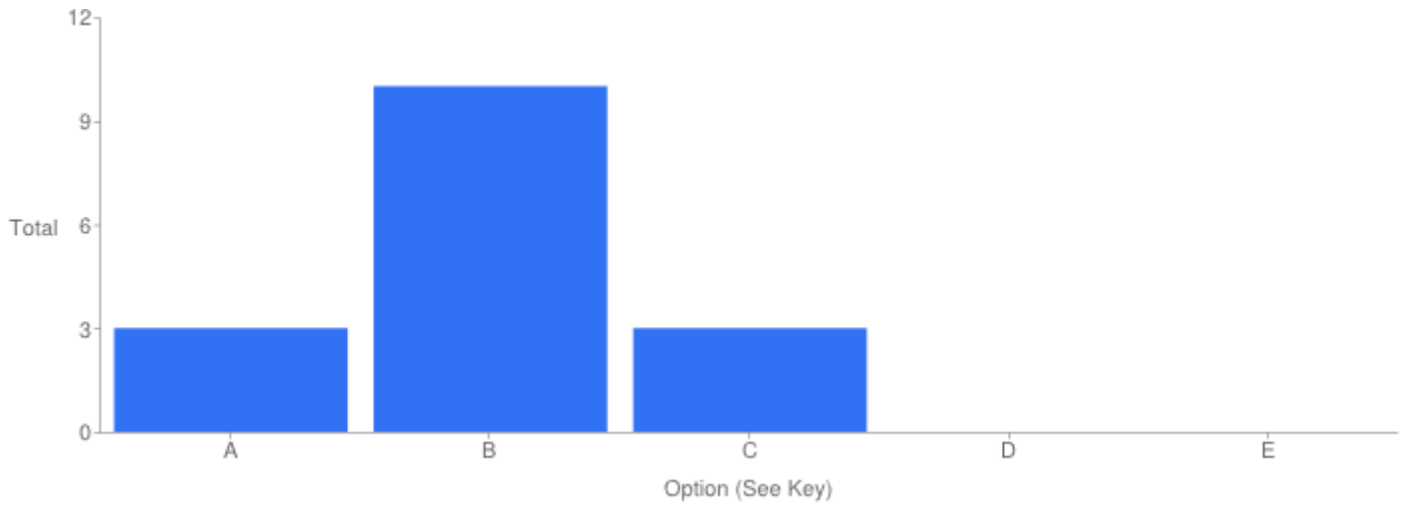
Table of "How often use 4pm service time"



Key	Option	Total	Percent of All
A	Never	3	18.75%
B	Rarely	8	50.0%
C	Sometimes	5	31.25%
D	Regularly	0	0%
E	Not Answered	0	0%

Question 27: If Saturday morning services were available how often would you be likely to use this service?

Table of "Use saturday morning services"



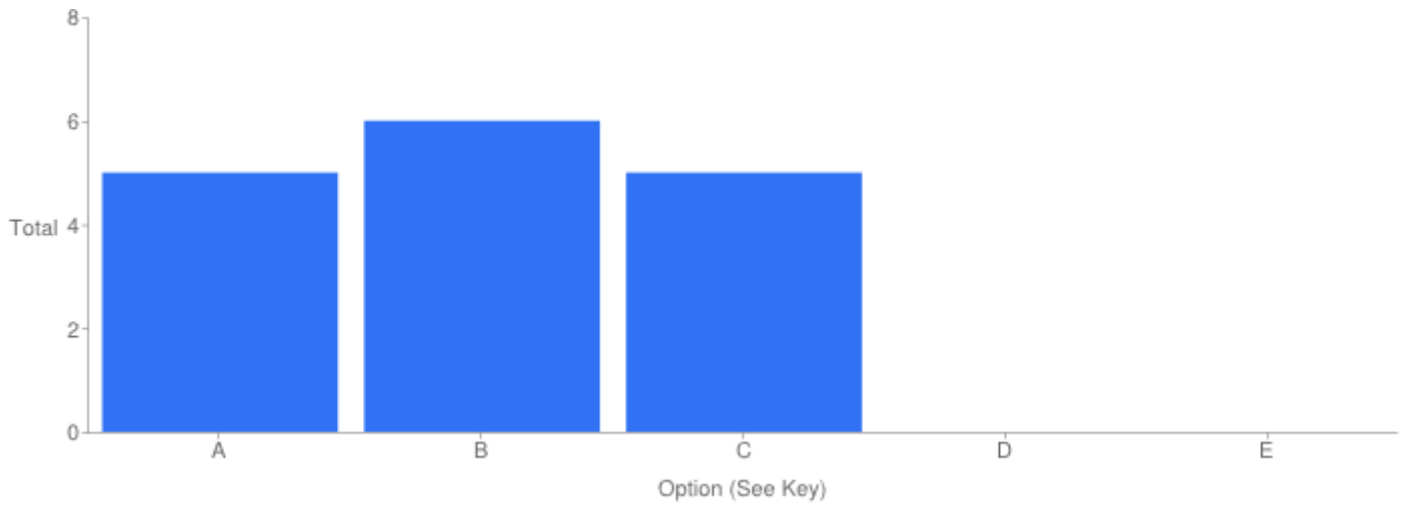
Key	Option	Total	Percent of All
A	Never	3	18.75%
B	Rarely	10	62.50%
C	Sometimes	3	18.75%
D	Regularly	0	0%
E	Not Answered	0	0%

Question 28: Are there any instances where a family choose to use a non Birmingham City Council Crematorium because we do not provide the required facilities/services to meet their requirements? If yes, please give some examples

There are 3 responses to this part of the question.

Question 29: Have you ever received requests for a service to be filmed or accessible via a webcast?

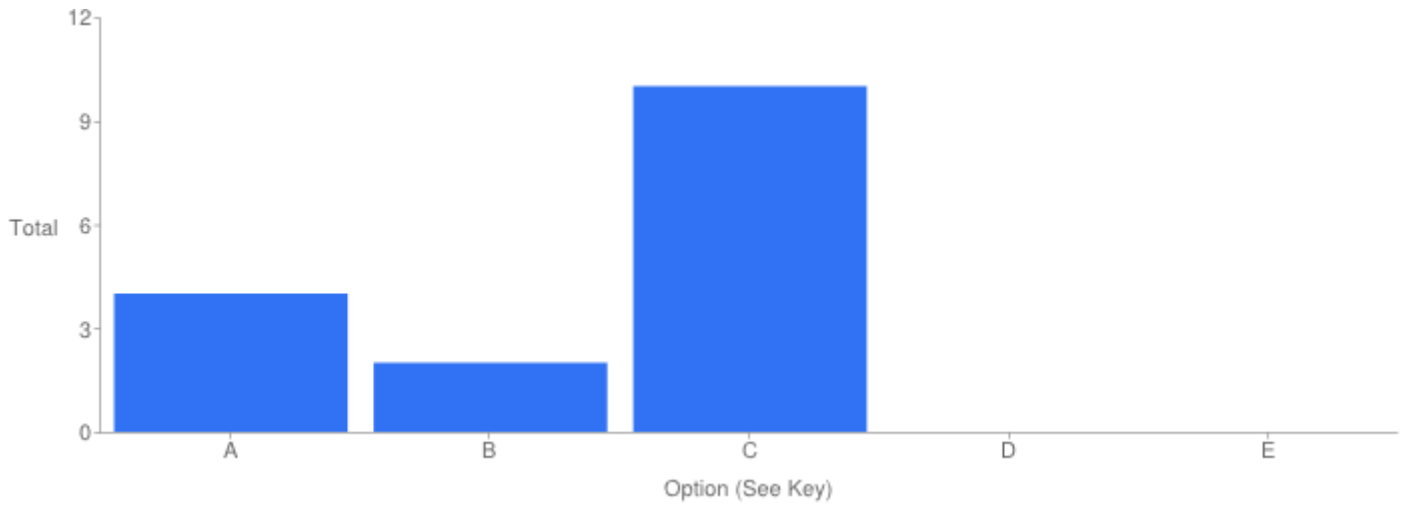
Table of "Service to be filmed or via webcast"



Key	Option	Total	Percent of All
A	Never	5	31.25%
B	Rarely	6	37.50%
C	Sometimes	5	31.25%
D	Regularly	0	0%
E	Not Answered	0	0%

Question 30: Have you ever received requests for projector screens to be provided?

Table of "Requests for projector screens"



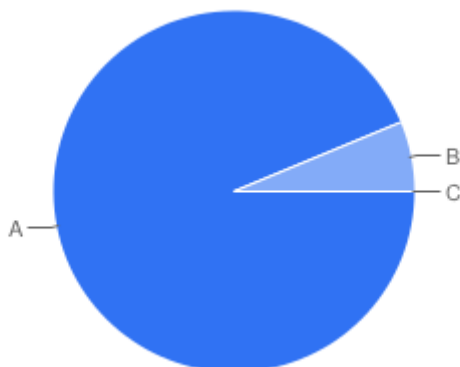
Key	Option	Total	Percent of All
A	Never	4	25.00%
B	Rarely	2	12.50%
C	Sometimes	10	62.50%
D	Regularly	0	0%
E	Not Answered	0	0%

Question 31: If yes, on approximately how many occasions per annum

There are **9** responses to this part of the question.

Question 32: Do our services generally satisfy the cultural/religious requirements of your client?

Table of "Satisfy the cultural/religious requirements of client"



Key	Option	Total	Percent of All
A	Yes	15	93.75%
B	No	1	6.250%
C	Not Answered	0	0%

Question 33: If no, please comment

There are no responses to this part of the question.

Question 34: Any comments or suggestions (e.g. are there any ways that we could improve our cemetery service to encourage more Birmingham residents to use the facilities provided by the City Council). Please use this section of the form to record specific comments relation to an individual cemetery as well as general comments about the service

There are 4 responses to this part of the question.