

Bereavement Services Consultation with Funeral Directors 2015 - Cemetery Service: Summary report

This report was created on Monday 18 January 2016 at 12:00.

The consultation ran from 01/12/2015 to 31/12/2015.

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Number of woodland burial enquiries	73
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Estimate how many of these choose to go elsewhere	77
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Any comments or suggestions	78

Question 1: What is your name?

Name

There were **0** responses to this part of the question.

Question 2: What is your email address?

Email

There were **0** responses to this part of the question.

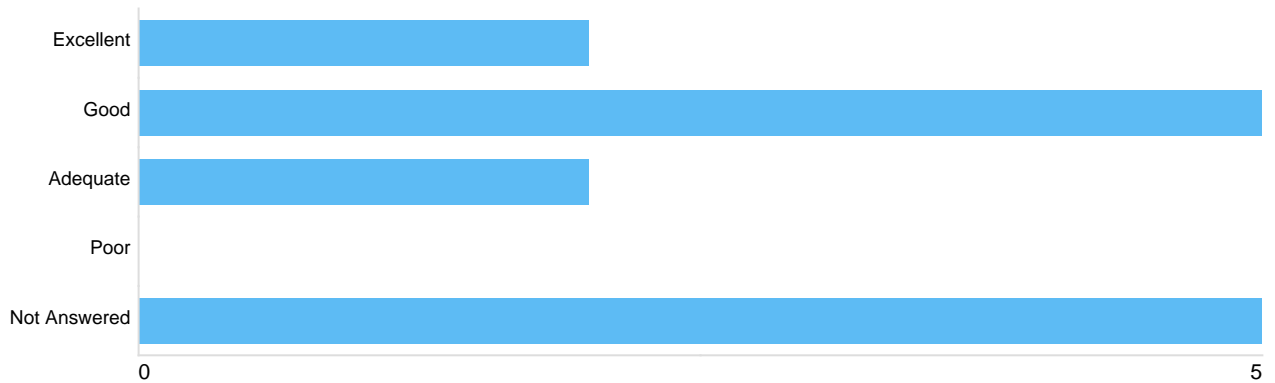
Question 3: Please state which Funeral Director Company you are from

Organisation

There were **14** responses to this part of the question.

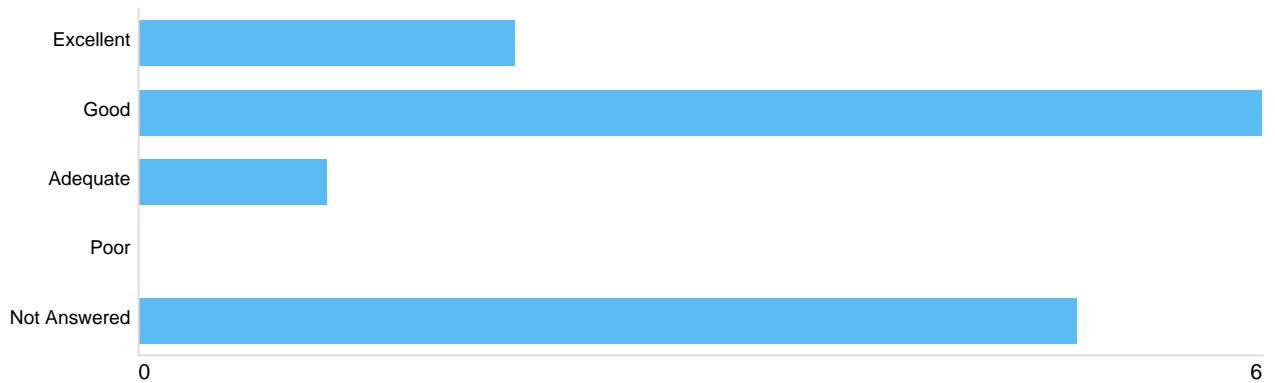
Question 4: What is your overall satisfaction with the service at Handsworth Cemetery?

Matrix 1 - Your overall satisfaction with the service



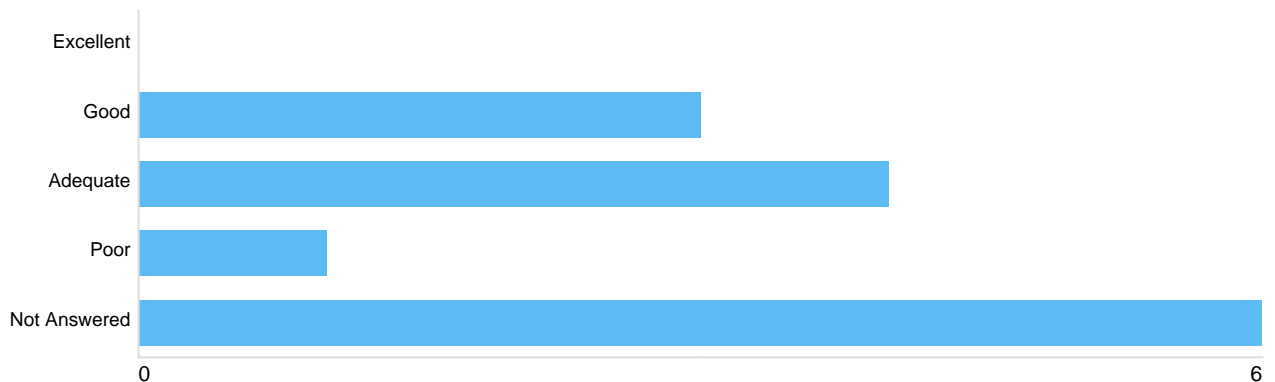
Option	Total	Percent
Excellent	2	14.29%
Good	5	35.71%
Adequate	2	14.29%
Poor	0	0%
Not Answered	5	35.71%

Matrix 1 - The opening and closing times



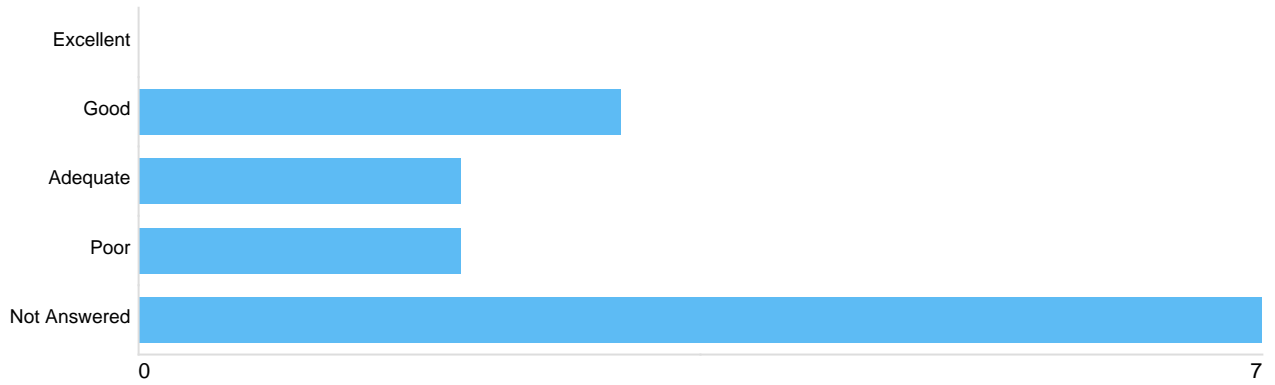
Option	Total	Percent
Excellent	2	14.29%
Good	6	42.86%
Adequate	1	7.14%
Poor	0	0%
Not Answered	5	35.71%

Matrix 1 - Cemetery charges as value for money



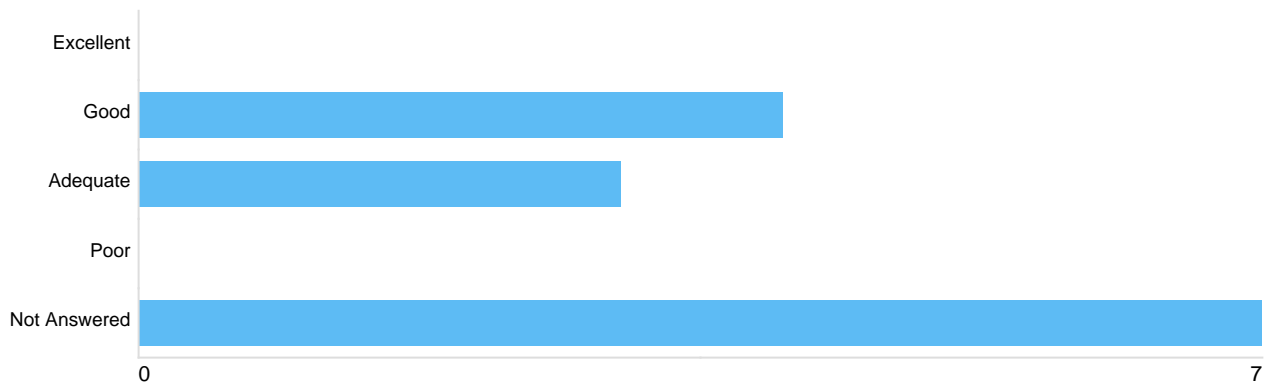
Option	Total	Percent
Excellent	0	0%
Good	3	21.43%
Adequate	4	28.57%
Poor	1	7.14%
Not Answered	6	42.86%

Matrix 1 - Upkeep of roads and pathways



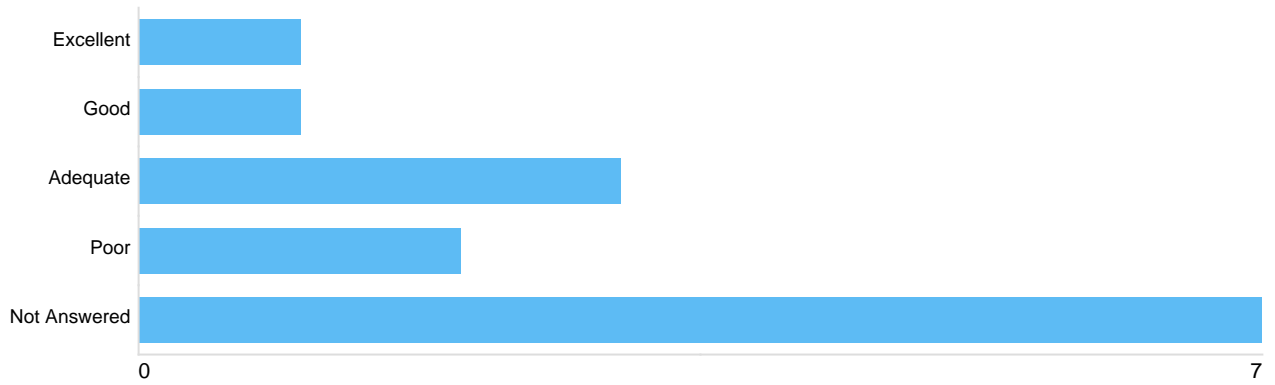
Option	Total	Percent
Excellent	0	0%
Good	3	21.43%
Adequate	2	14.29%
Poor	2	14.29%
Not Answered	7	50.00%

Matrix 1 - Standard of grounds maintenance



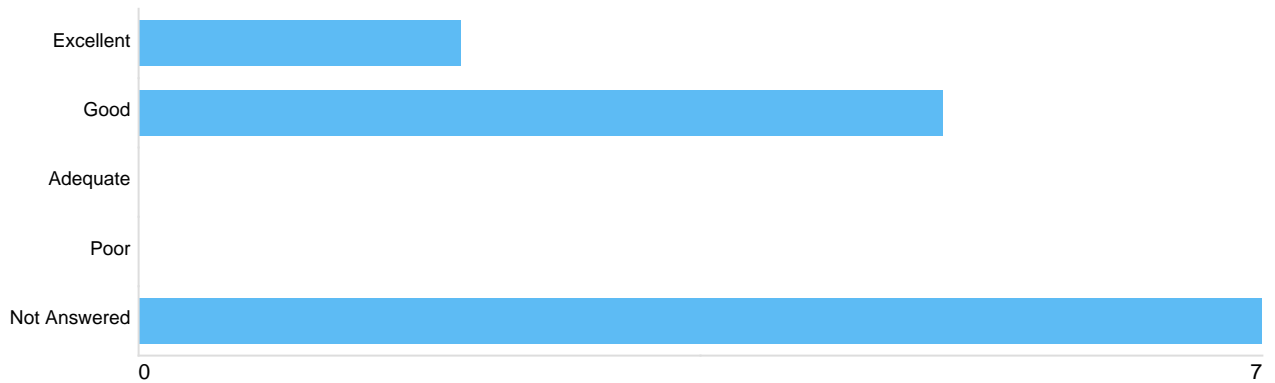
Option	Total	Percent
Excellent	0	0%
Good	4	28.57%
Adequate	3	21.43%
Poor	0	0%
Not Answered	7	50.00%

Matrix 1 - Parking Facilities



Option	Total	Percent
Excellent	1	7.14%
Good	1	7.14%
Adequate	3	21.43%
Poor	2	14.29%
Not Answered	7	50.00%

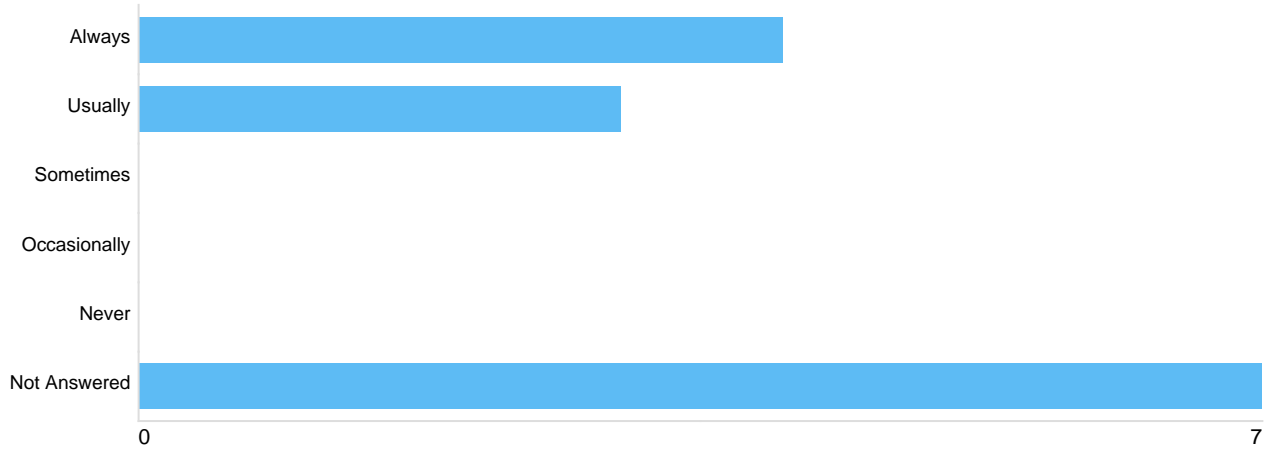
Matrix 1 - Access to cemetery offices



Option	Total	Percent
Excellent	2	14.29%
Good	5	35.71%
Adequate	0	0%
Poor	0	0%
Not Answered	7	50.00%

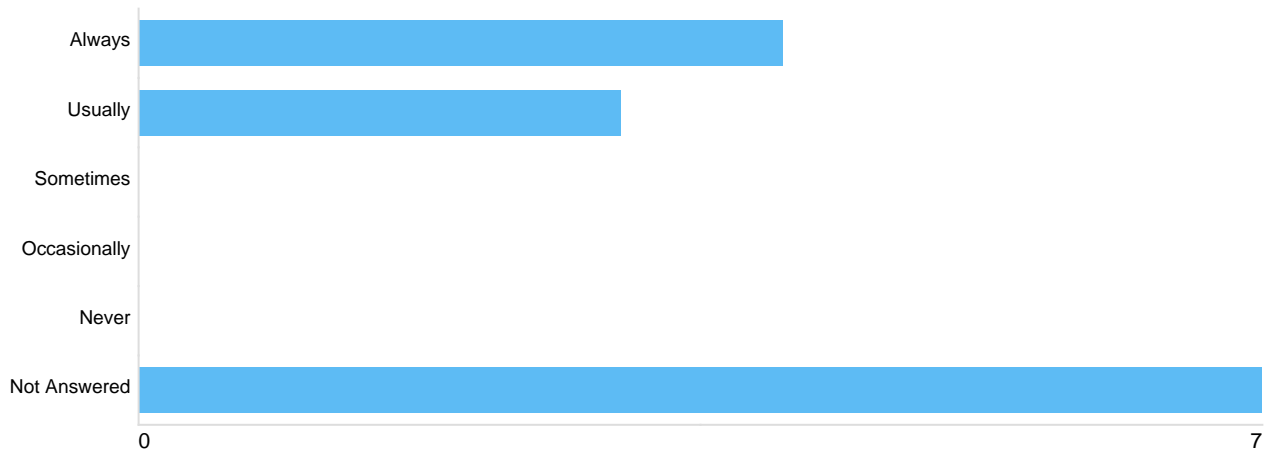
Question 5: What is your overall satisfaction with the employees at Handsworth Cemetery?

Matrix 1 - The cemetery employees are empathetic and respectful in everything they do



Option	Total	Percent
Always	4	28.57%
Usually	3	21.43%
Sometimes	0	0%
Occasionally	0	0%
Never	0	0%
Not Answered	7	50.00%

Matrix 1 - The cemetery employees are true to their word



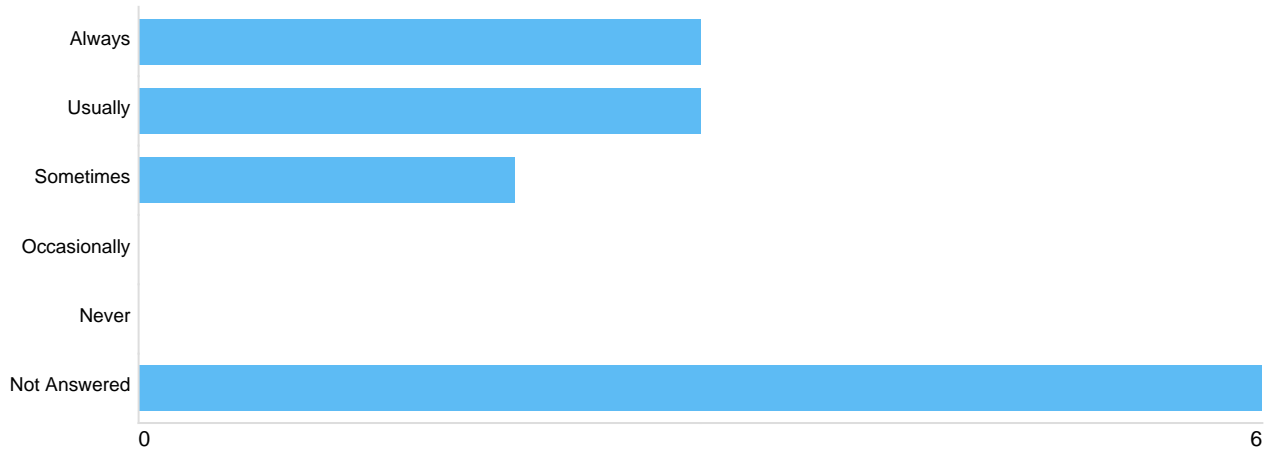
Option	Total	Percent
Always	4	28.57%
Usually	3	21.43%
Sometimes	0	0%
Occasionally	0	0%
Never	0	0%
Not Answered	7	50.00%

Matrix 1 - The cemetery employees get things right first time



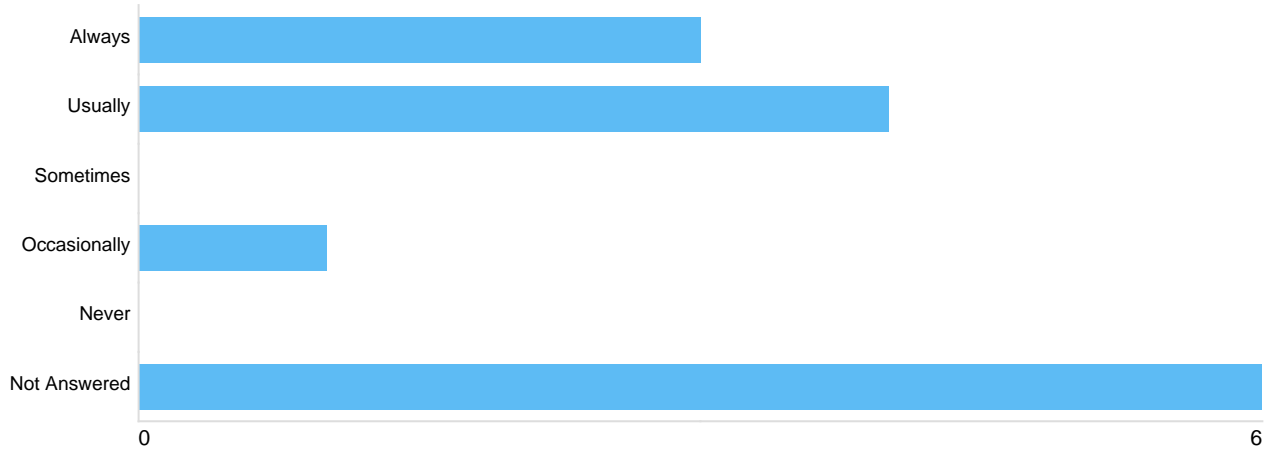
Option	Total	Percent
Always	3	21.43%
Usually	4	28.57%
Sometimes	1	7.14%
Occasionally	0	0%
Never	0	0%
Not Answered	6	42.86%

Matrix 1 - The Cemetery employees appearance is appropriate



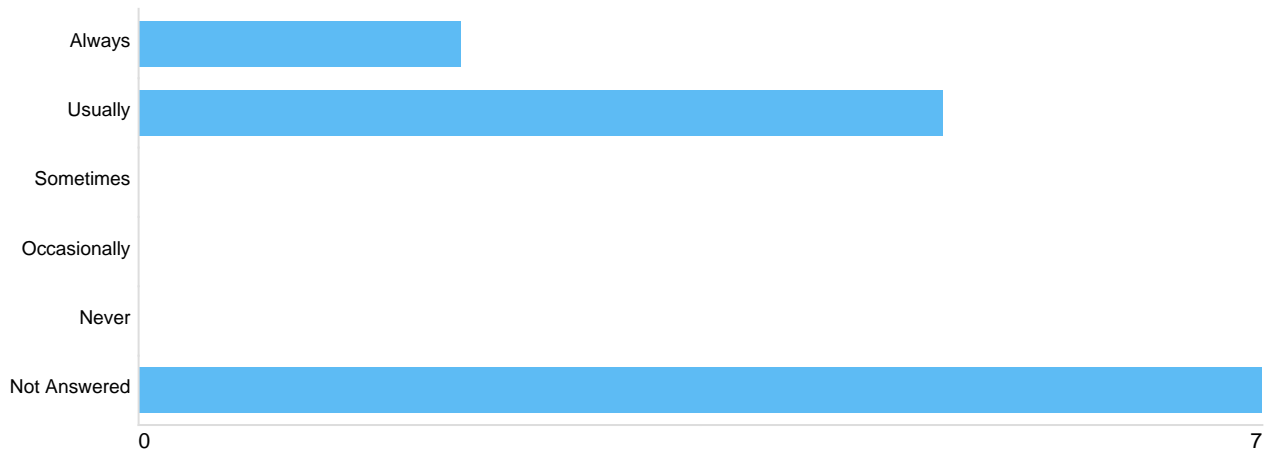
Option	Total	Percent
Always	3	21.43%
Usually	3	21.43%
Sometimes	2	14.29%
Occasionally	0	0%
Never	0	0%
Not Answered	6	42.86%

Matrix 1 - The cemetery office employees are empathetic and respectful in everything they do



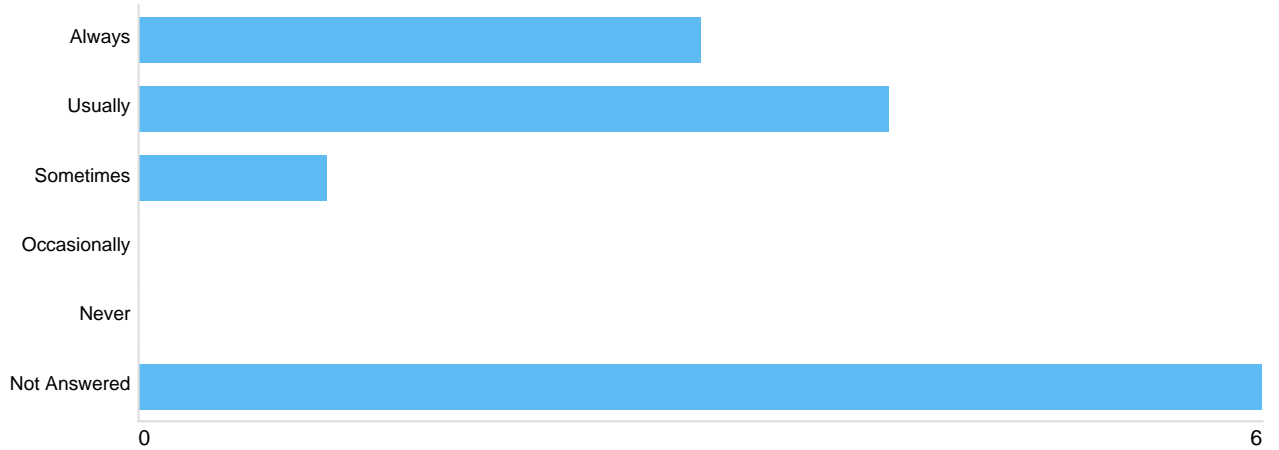
Option	Total	Percent
Always	3	21.43%
Usually	4	28.57%
Sometimes	0	0%
Occasionally	1	7.14%
Never	0	0%
Not Answered	6	42.86%

Matrix 1 - The cemetery office employees are true to their word



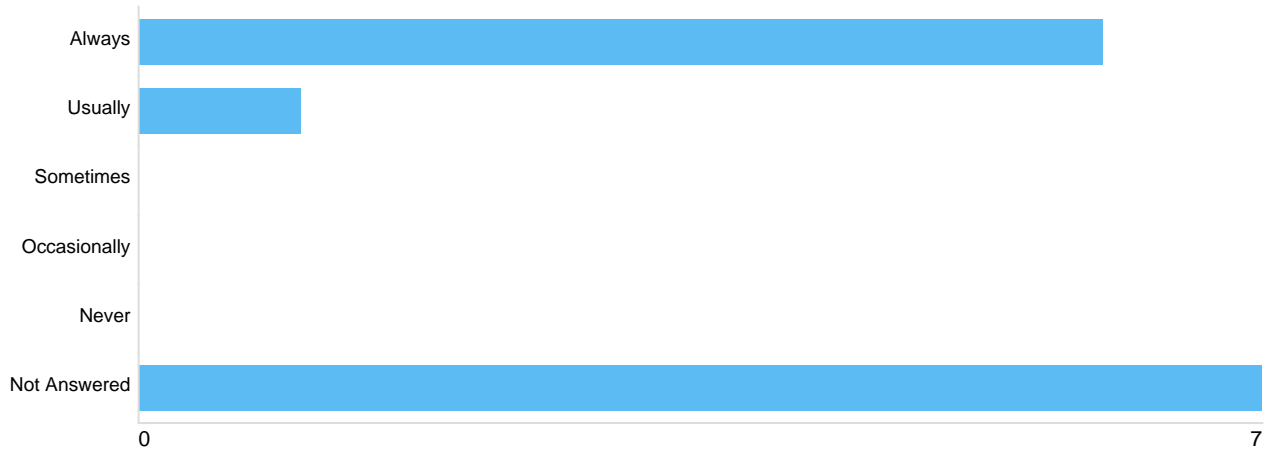
Option	Total	Percent
Always	2	14.29%
Usually	5	35.71%
Sometimes	0	0%
Occasionally	0	0%
Never	0	0%
Not Answered	7	50.00%

Matrix 1 - The cemetery office employees get things right first time



Option	Total	Percent
Always	3	21.43%
Usually	4	28.57%
Sometimes	1	7.14%
Occasionally	0	0%
Never	0	0%
Not Answered	6	42.86%

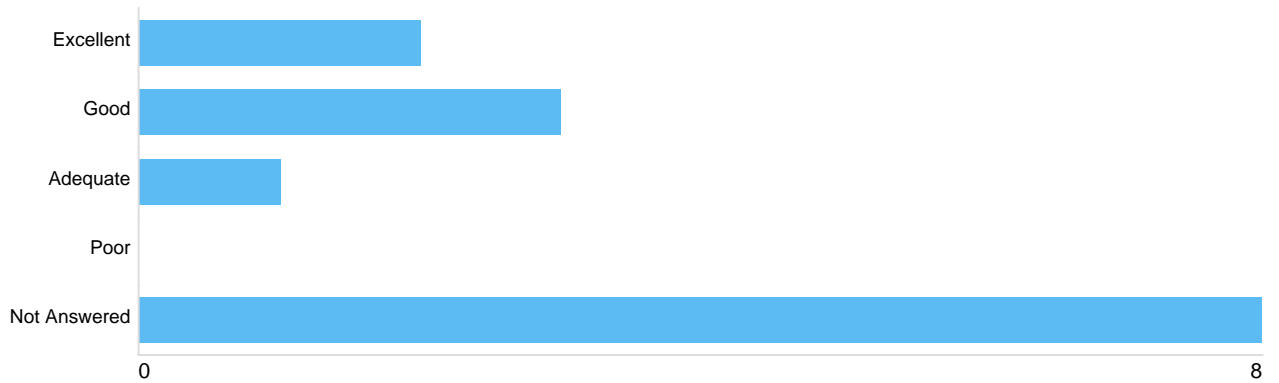
Matrix 1 - The Cemetery office employees appearance is appropriate



Option	Total	Percent
Always	6	42.86%
Usually	1	7.14%
Sometimes	0	0%
Occasionally	0	0%
Never	0	0%
Not Answered	7	50.00%

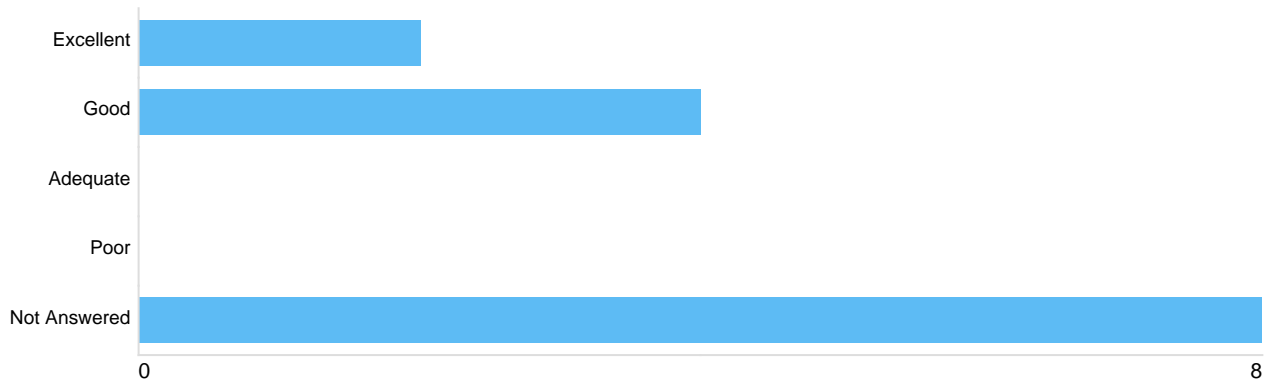
Question 6: What is your overall satisfaction with the service at Kings Norton Cemetery?

Matrix 1 - Your overall satisfaction with the Service



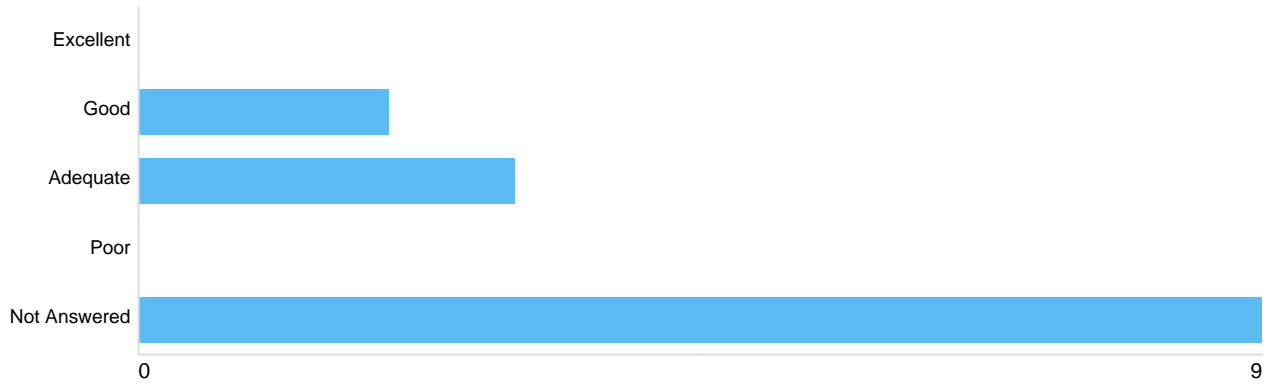
Option	Total	Percent
Excellent	2	14.29%
Good	3	21.43%
Adequate	1	7.14%
Poor	0	0%
Not Answered	8	57.14%

Matrix 1 - Opening and closing times



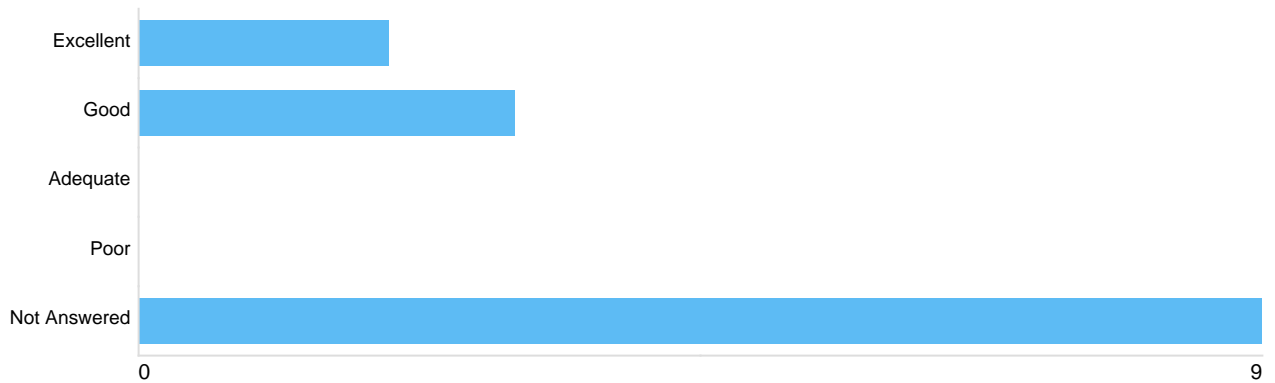
Option	Total	Percent
Excellent	2	14.29%
Good	4	28.57%
Adequate	0	0%
Poor	0	0%
Not Answered	8	57.14%

Matrix 1 - Charges as Value for Money



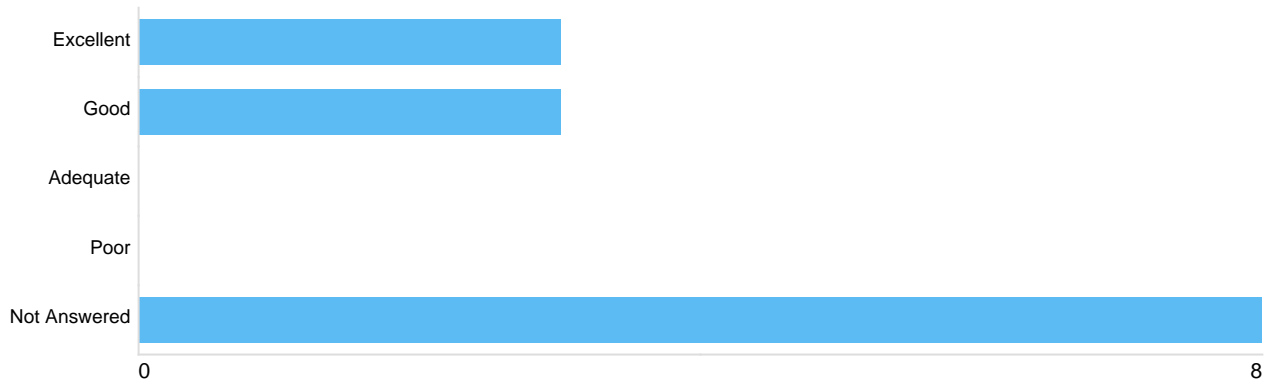
Option	Total	Percent
Excellent	0	0%
Good	2	14.29%
Adequate	3	21.43%
Poor	0	0%
Not Answered	9	64.29%

Matrix 1 - Upkeep of Roads and Pathways



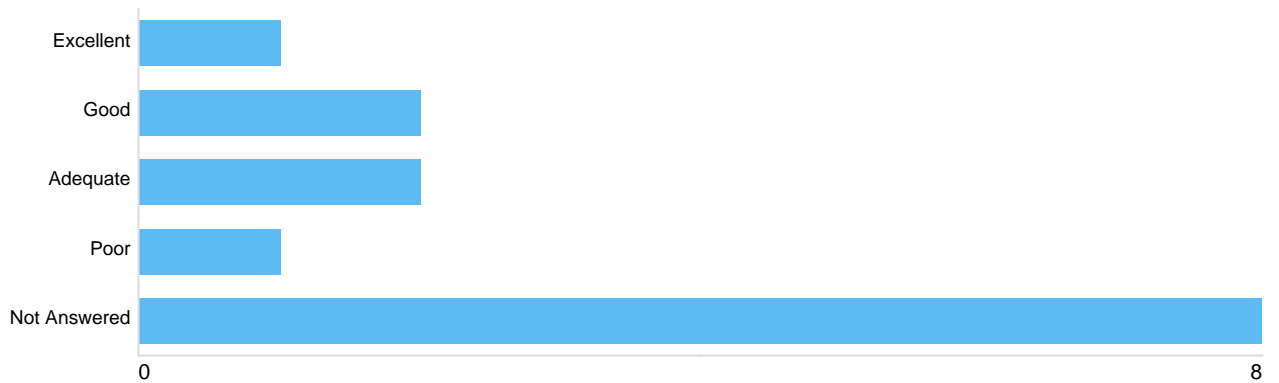
Option	Total	Percent
Excellent	2	14.29%
Good	3	21.43%
Adequate	0	0%
Poor	0	0%
Not Answered	9	64.29%

Matrix 1 - Standard of Grounds Maintenance



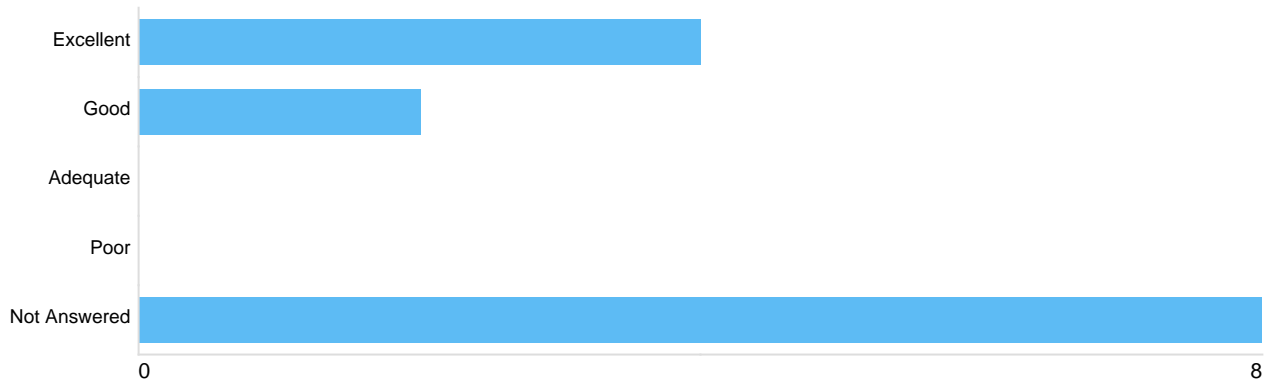
Option	Total	Percent
Excellent	3	21.43%
Good	3	21.43%
Adequate	0	0%
Poor	0	0%
Not Answered	8	57.14%

Matrix 1 - Parking Facilities



Option	Total	Percent
Excellent	1	7.14%
Good	2	14.29%
Adequate	2	14.29%
Poor	1	7.14%
Not Answered	8	57.14%

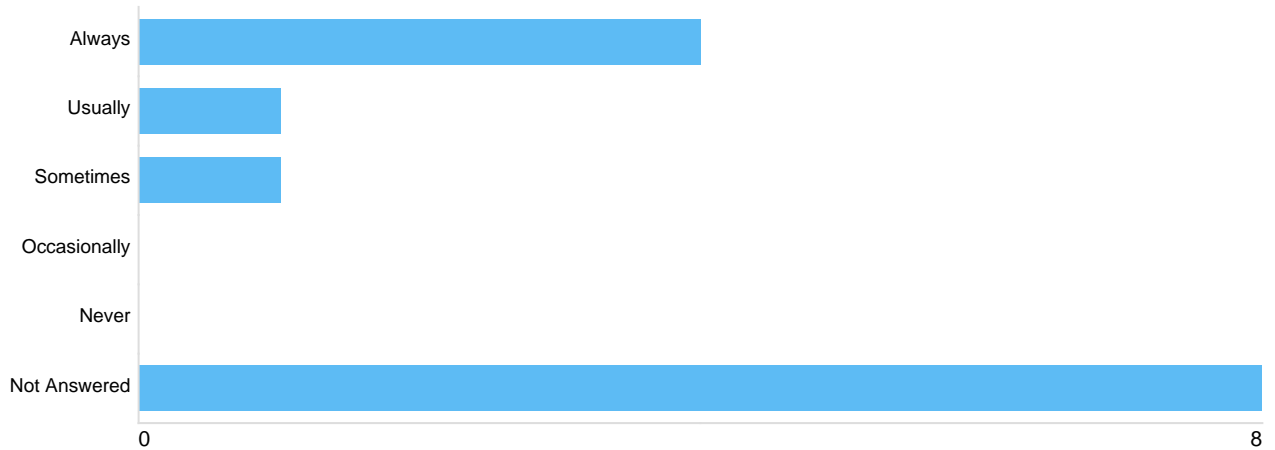
Matrix 1 - Access to Cemetery Offices



Option	Total	Percent
Excellent	4	28.57%
Good	2	14.29%
Adequate	0	0%
Poor	0	0%
Not Answered	8	57.14%

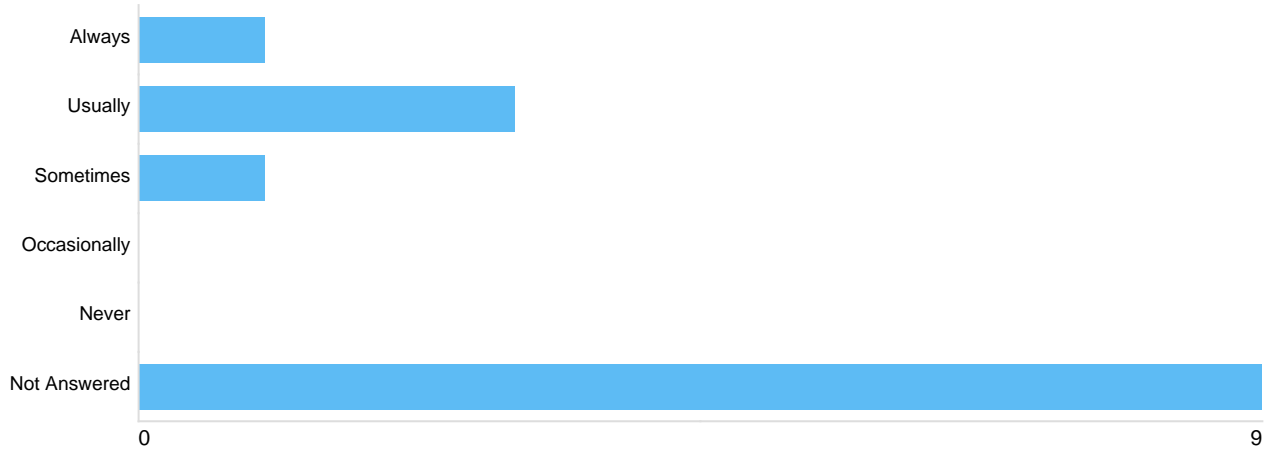
Question 7: What is your overall satisfaction with the employees at Kings Norton Cemetery?

Matrix 1 - The cemetery employees are empathetic and respectful in everything they do



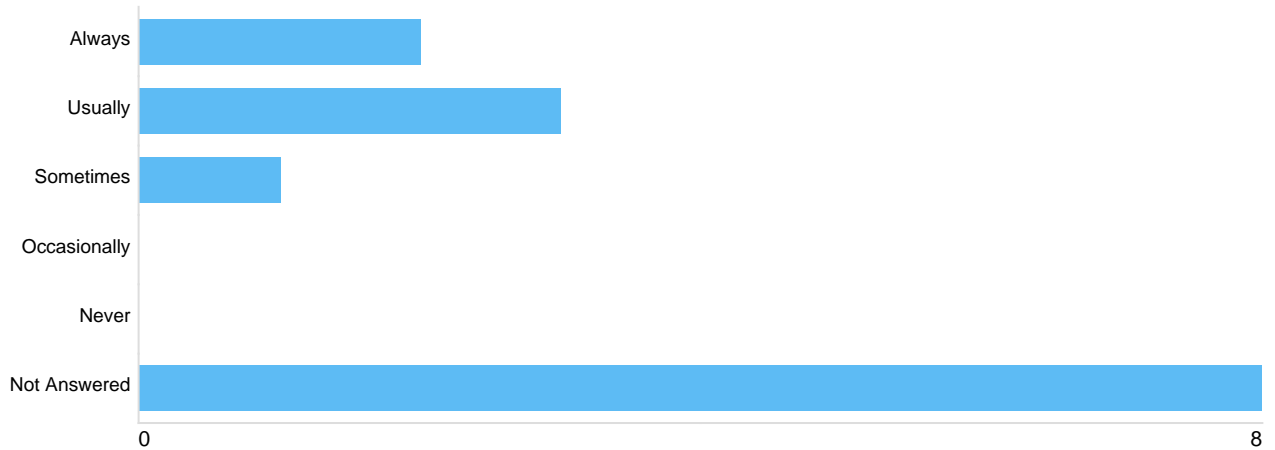
Option	Total	Percent
Always	4	28.57%
Usually	1	7.14%
Sometimes	1	7.14%
Occasionally	0	0%
Never	0	0%
Not Answered	8	57.14%

Matrix 1 - The cemetery employees are true to their word



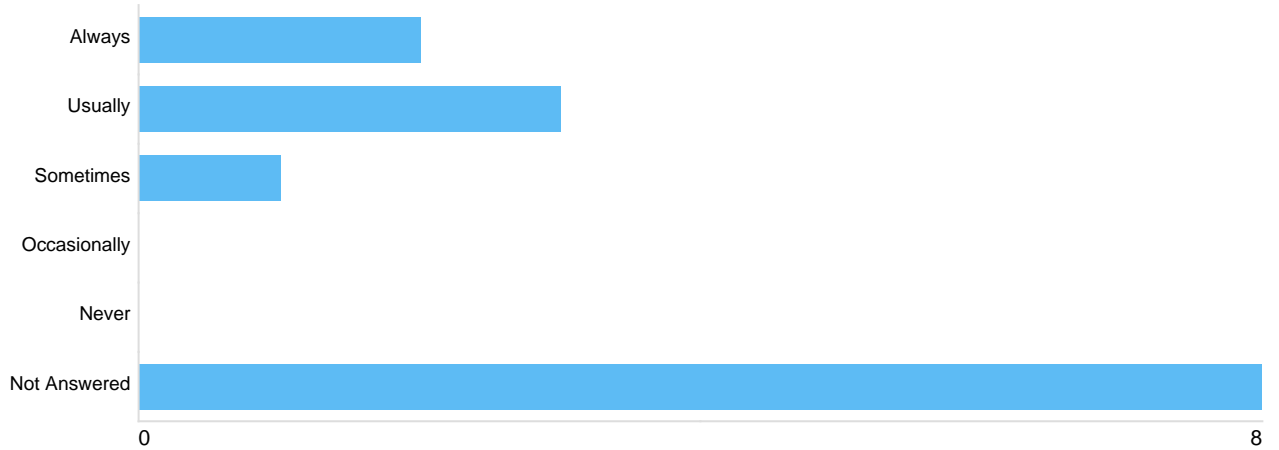
Option	Total	Percent
Always	1	7.14%
Usually	3	21.43%
Sometimes	1	7.14%
Occasionally	0	0%
Never	0	0%
Not Answered	9	64.29%

Matrix 1 - The cemetery employees get things right first time



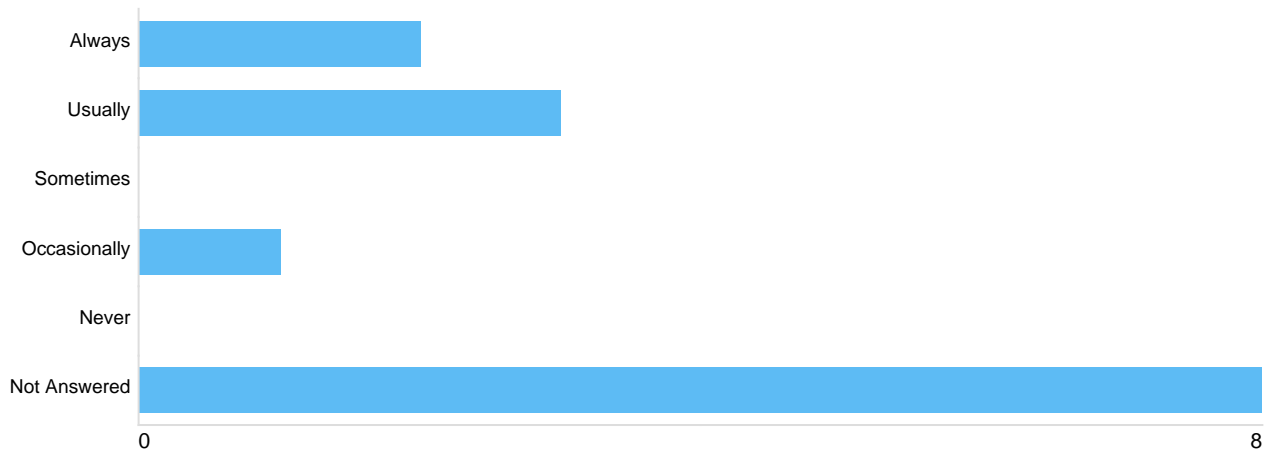
Option	Total	Percent
Always	2	14.29%
Usually	3	21.43%
Sometimes	1	7.14%
Occasionally	0	0%
Never	0	0%
Not Answered	8	57.14%

Matrix 1 - The Cemetery employees appearance is appropriate



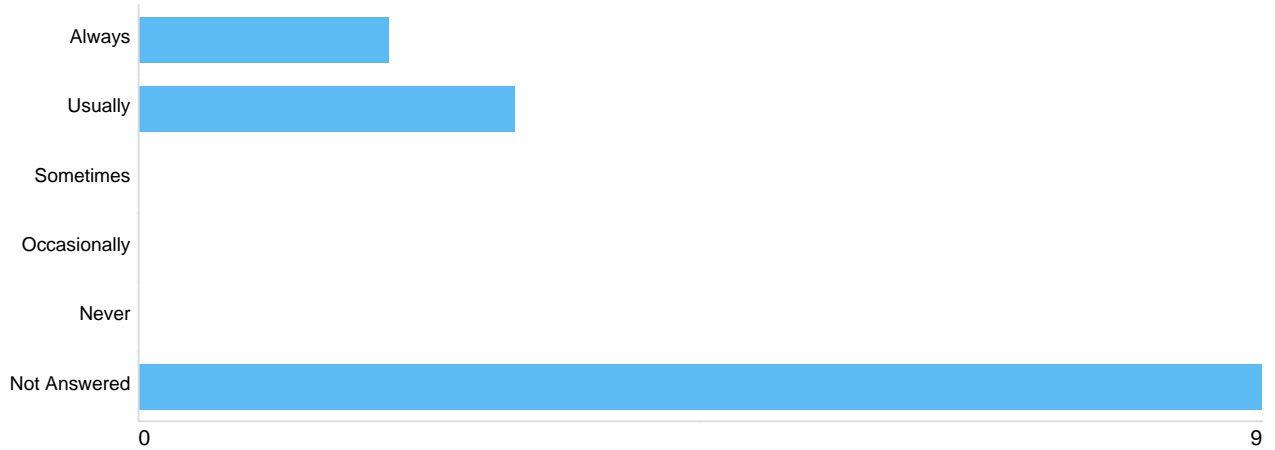
Option	Total	Percent
Always	2	14.29%
Usually	3	21.43%
Sometimes	1	7.14%
Occasionally	0	0%
Never	0	0%
Not Answered	8	57.14%

Matrix 1 - The cemetery office employees are empathetic and respectful in everything they do



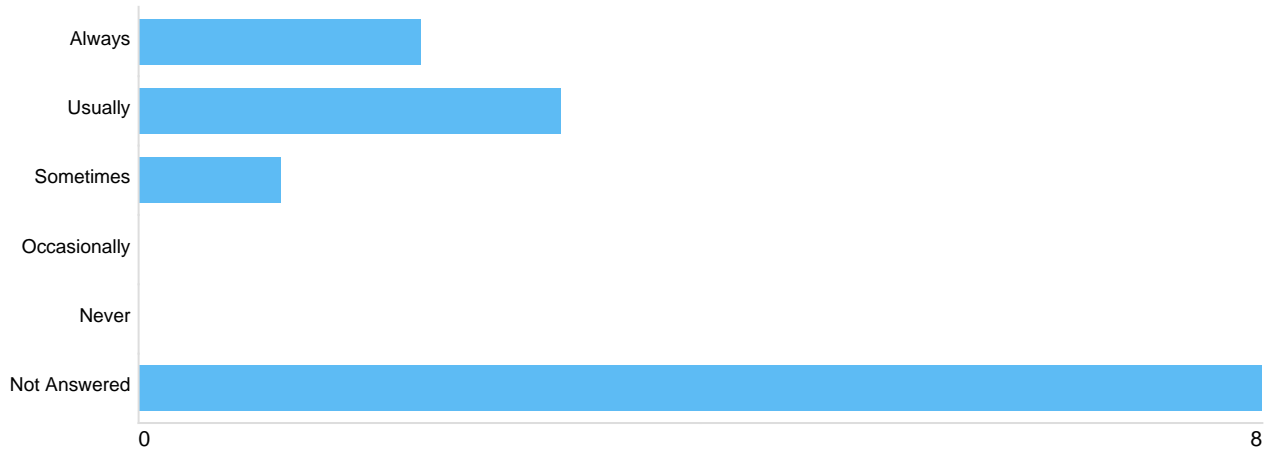
Option	Total	Percent
Always	2	14.29%
Usually	3	21.43%
Sometimes	0	0%
Occasionally	1	7.14%
Never	0	0%
Not Answered	8	57.14%

Matrix 1 - The cemetery office employees are true to their word



Option	Total	Percent
Always	2	14.29%
Usually	3	21.43%
Sometimes	0	0%
Occasionally	0	0%
Never	0	0%
Not Answered	9	64.29%

Matrix 1 - The cemetery office employees get things right first time



Option	Total	Percent
Always	2	14.29%
Usually	3	21.43%
Sometimes	1	7.14%
Occasionally	0	0%
Never	0	0%
Not Answered	8	57.14%

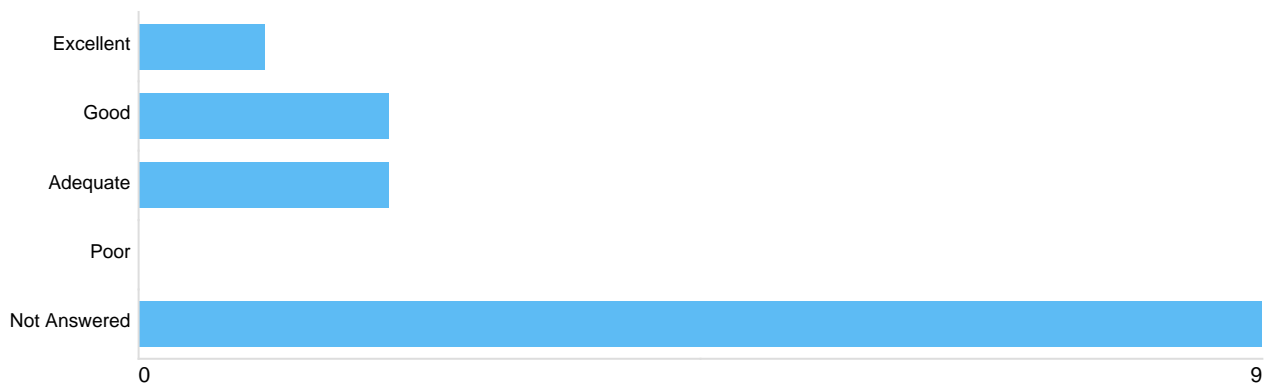
Matrix 1 - The Cemetery office employees appearance is appropriate



Option	Total	Percent
Always	5	35.71%
Usually	1	7.14%
Sometimes	0	0%
Occasionally	0	0%
Never	0	0%
Not Answered	8	57.14%

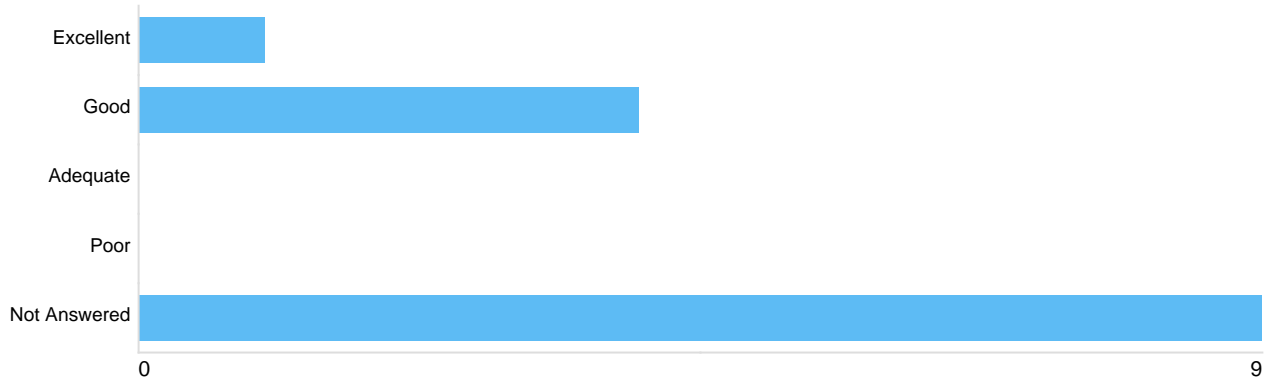
Question 8: What is your overall satisfaction with the service at Brandwood End Cemetery?

Matrix 1 - Your overall satisfaction with the Service



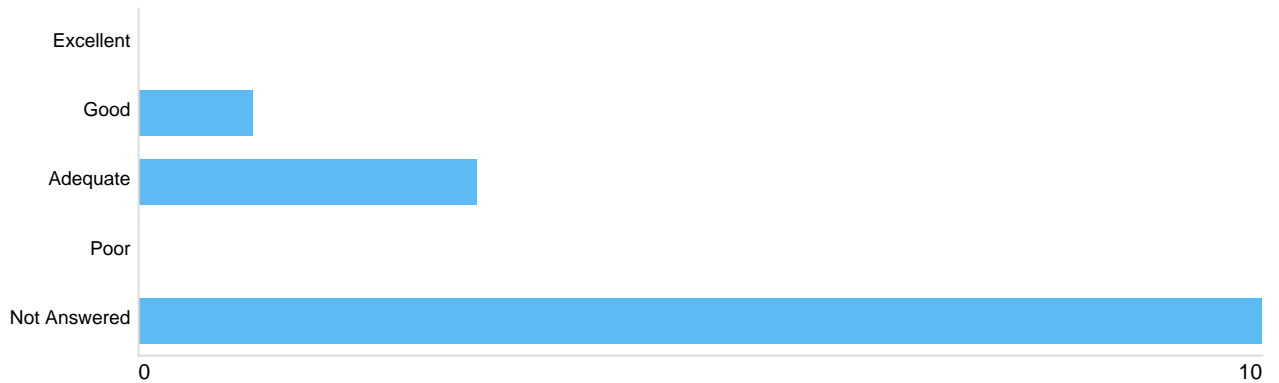
Option	Total	Percent
Excellent	1	7.14%
Good	2	14.29%
Adequate	2	14.29%
Poor	0	0%
Not Answered	9	64.29%

Matrix 1 - The Opening and Closing Times



Option	Total	Percent
Excellent	1	7.14%
Good	4	28.57%
Adequate	0	0%
Poor	0	0%
Not Answered	9	64.29%

Matrix 1 - Cemetery Charges as Value for Money



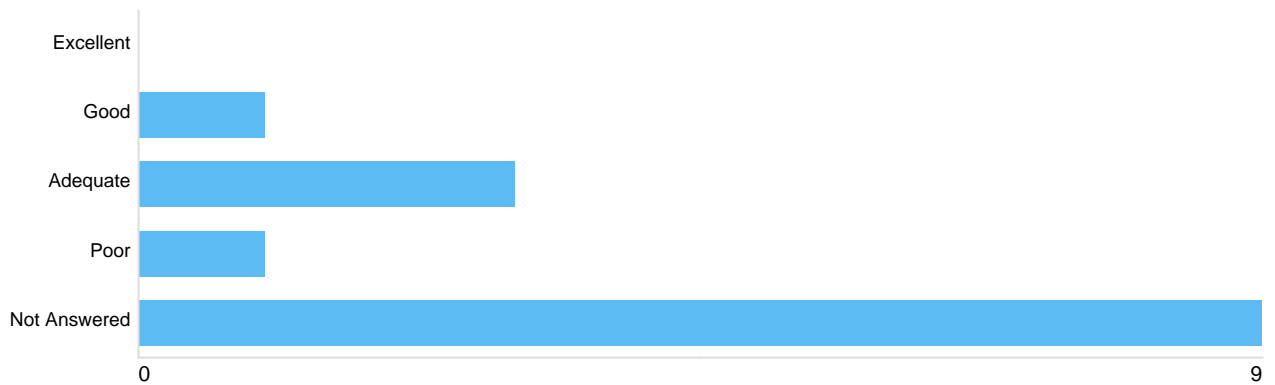
Option	Total	Percent
Excellent	0	0%
Good	1	7.14%
Adequate	3	21.43%
Poor	0	0%
Not Answered	10	71.43%

Matrix 1 - Upkeep of Roads and Pathways



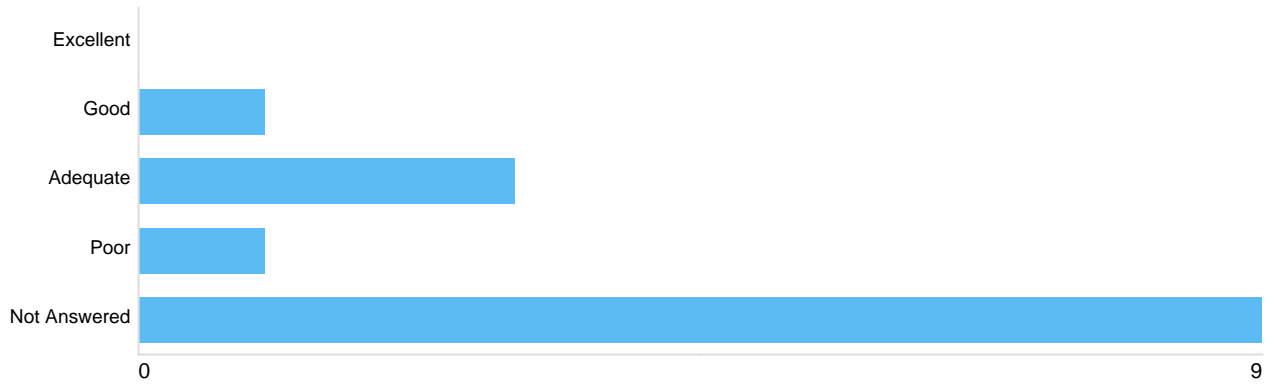
Option	Total	Percent
Excellent	0	0%
Good	1	7.14%
Adequate	2	14.29%
Poor	2	14.29%
Not Answered	9	64.29%

Matrix 1 - Standard of Grounds Maintenance



Option	Total	Percent
Excellent	0	0%
Good	1	7.14%
Adequate	3	21.43%
Poor	1	7.14%
Not Answered	9	64.29%

Matrix 1 - Parking Facilities



Option	Total	Percent
Excellent	0	0%
Good	1	7.14%
Adequate	3	21.43%
Poor	1	7.14%
Not Answered	9	64.29%

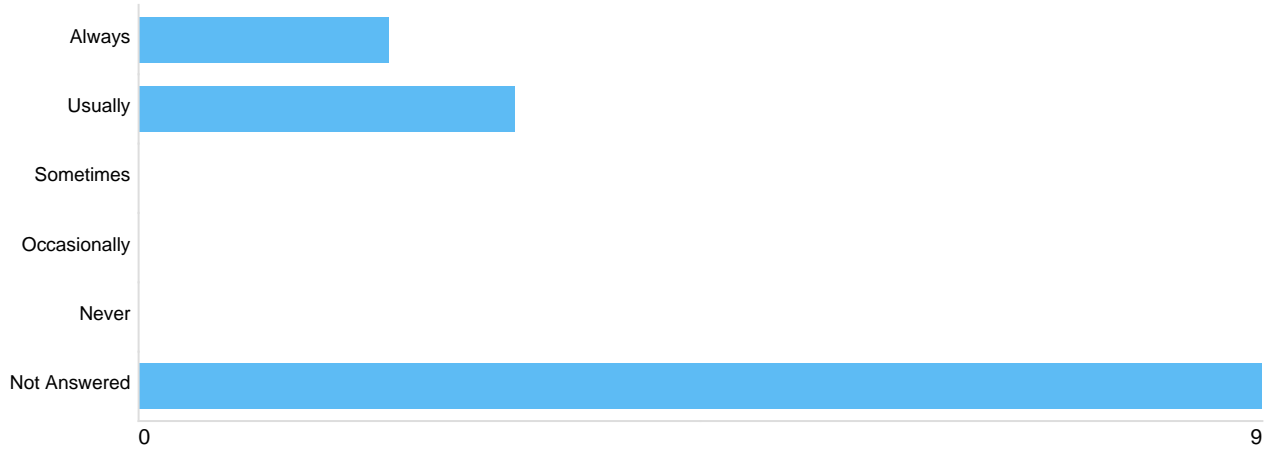
Matrix 1 - Access to Cemetery Offices



Option	Total	Percent
Excellent	0	0%
Good	1	7.14%
Adequate	1	7.14%
Poor	0	0%
Not Answered	12	85.71%

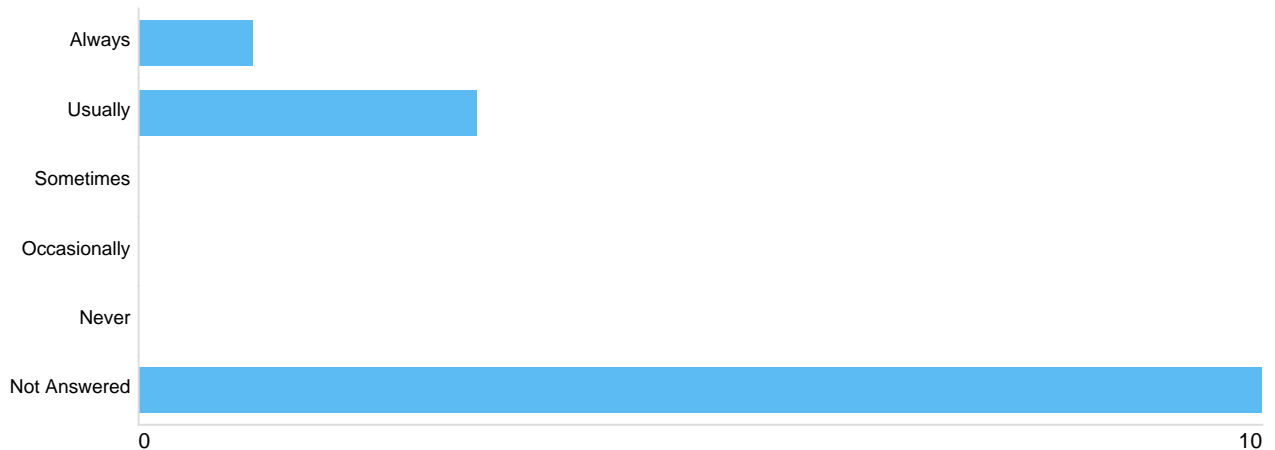
Question 9: What is your overall satisfaction level with the employees at Brandwood End Cemetery?

Matrix 1 - The cemetery employees are empathetic and respectful in everything they do.



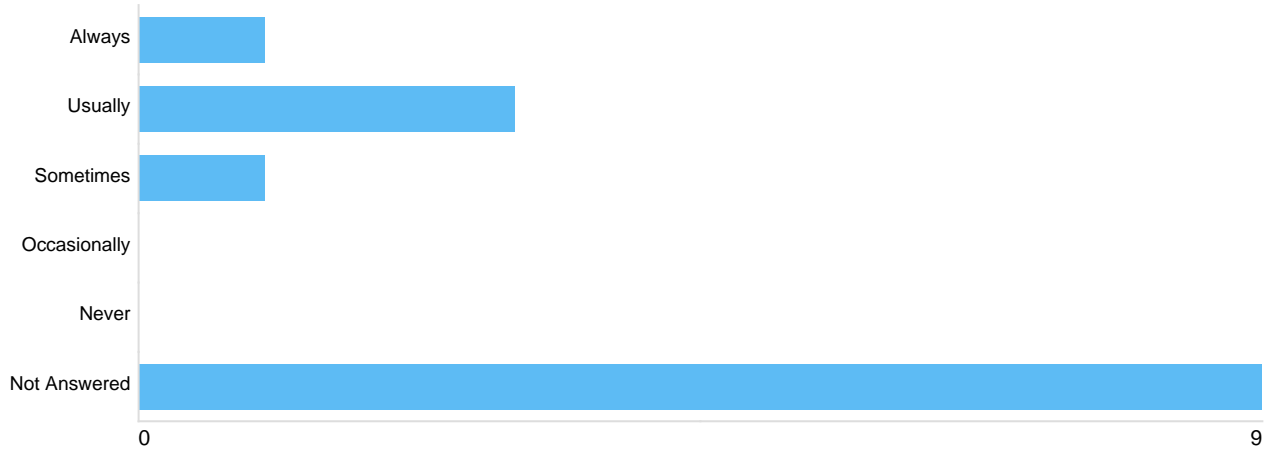
Option	Total	Percent
Always	2	14.29%
Usually	3	21.43%
Sometimes	0	0%
Occasionally	0	0%
Never	0	0%
Not Answered	9	64.29%

Matrix 1 - The cemetery employees are true to their word.



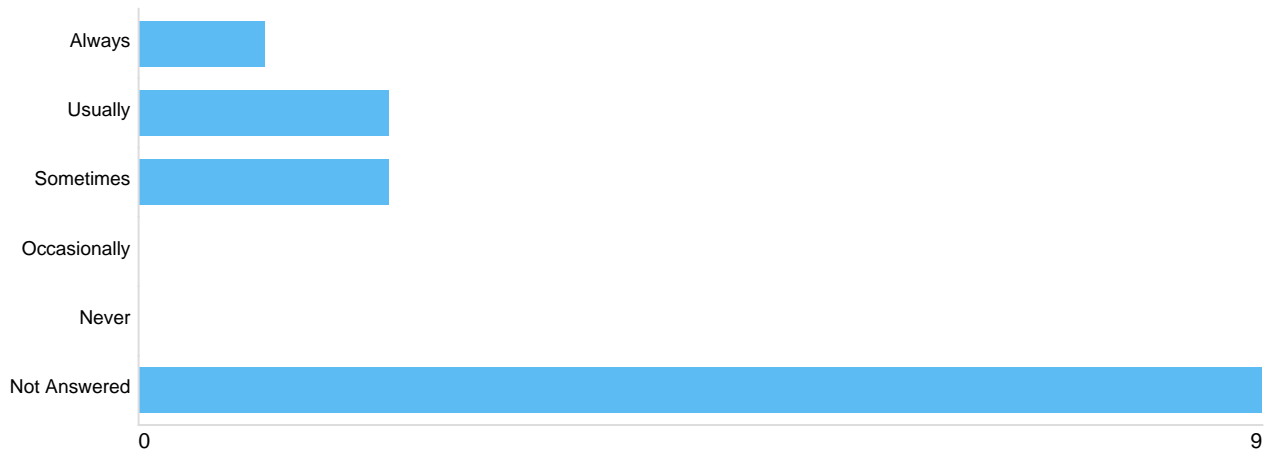
Option	Total	Percent
Always	1	7.14%
Usually	3	21.43%
Sometimes	0	0%
Occasionally	0	0%
Never	0	0%
Not Answered	10	71.43%

Matrix 1 - The cemetery employees get things right first time.



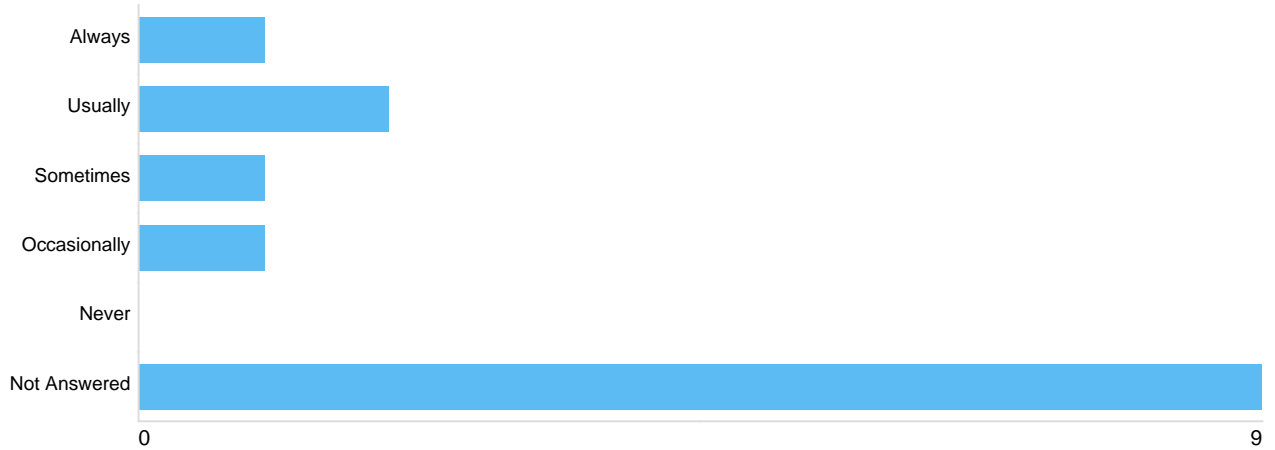
Option	Total	Percent
Always	1	7.14%
Usually	3	21.43%
Sometimes	1	7.14%
Occasionally	0	0%
Never	0	0%
Not Answered	9	64.29%

Matrix 1 - The Cemetery employees appearance is appropriate



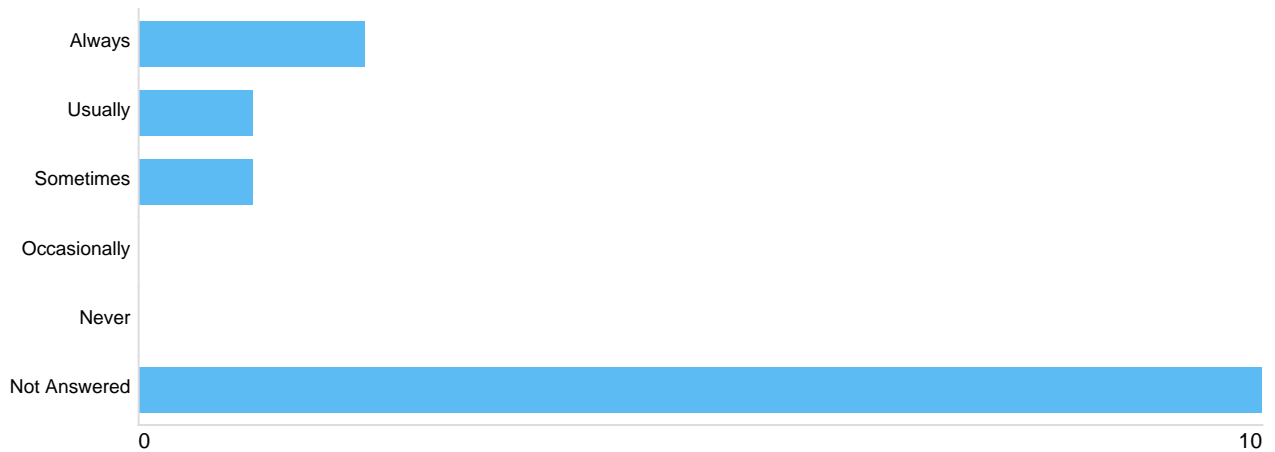
Option	Total	Percent
Always	1	7.14%
Usually	2	14.29%
Sometimes	2	14.29%
Occasionally	0	0%
Never	0	0%
Not Answered	9	64.29%

Matrix 1 - The cemetery office employees are empathetic and respectful in everything they do



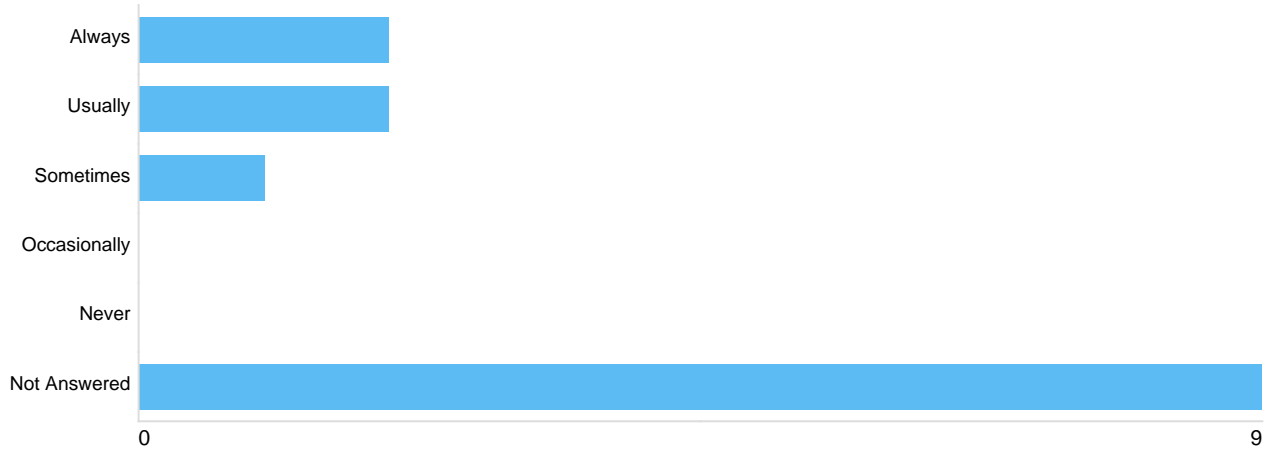
Option	Total	Percent
Always	1	7.14%
Usually	2	14.29%
Sometimes	1	7.14%
Occasionally	1	7.14%
Never	0	0%
Not Answered	9	64.29%

Matrix 1 - The cemetery office employees are true to their word



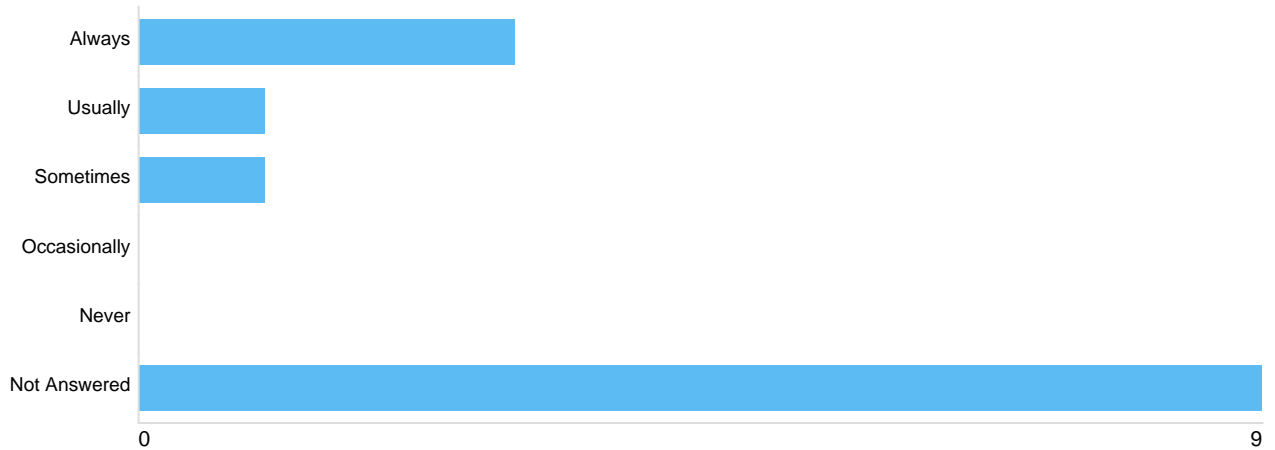
Option	Total	Percent
Always	2	14.29%
Usually	1	7.14%
Sometimes	1	7.14%
Occasionally	0	0%
Never	0	0%
Not Answered	10	71.43%

Matrix 1 - The cemetery office employees get things right first time



Option	Total	Percent
Always	2	14.29%
Usually	2	14.29%
Sometimes	1	7.14%
Occasionally	0	0%
Never	0	0%
Not Answered	9	64.29%

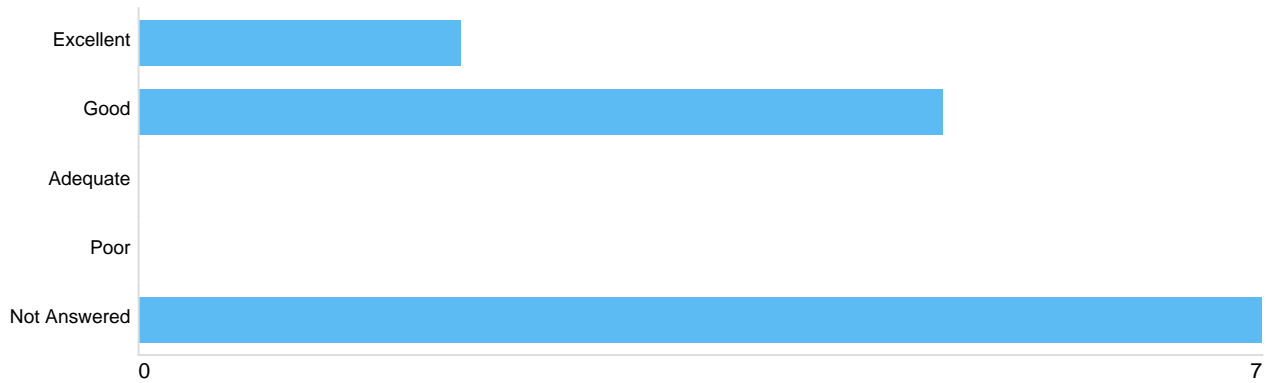
Matrix 1 - The Cemetery office employees appearance is appropriate



Option	Total	Percent
Always	3	21.43%
Usually	1	7.14%
Sometimes	1	7.14%
Occasionally	0	0%
Never	0	0%
Not Answered	9	64.29%

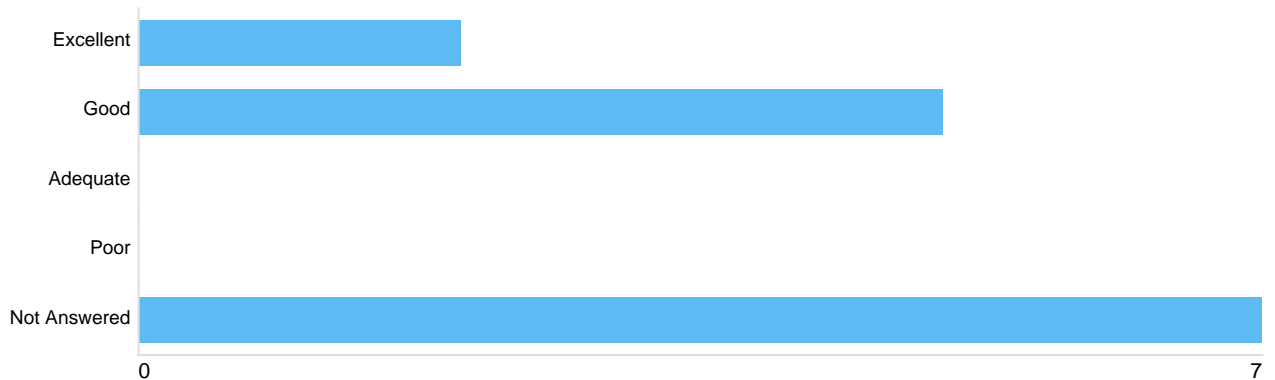
Question 10: What is your overall satisfaction with the service at Lodge Hill Cemetery?

Matrix 1 - Your overall satisfaction with the Service



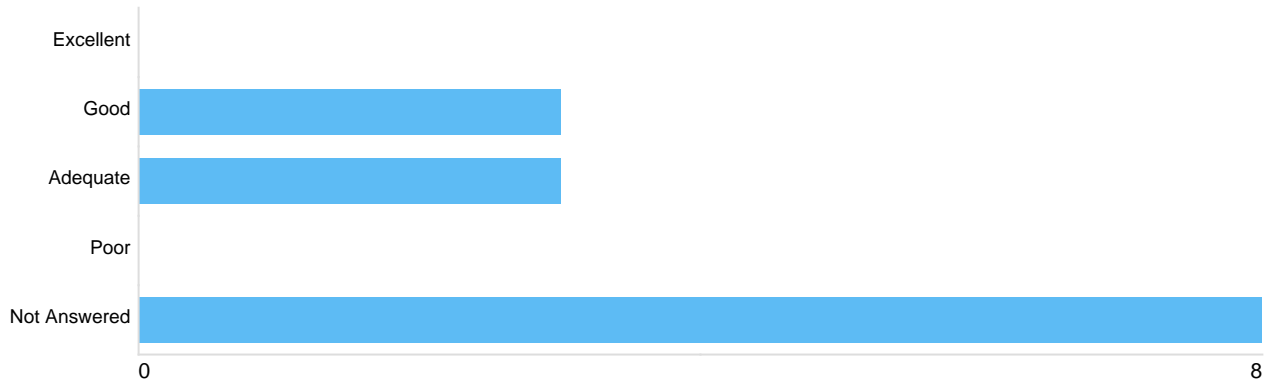
Option	Total	Percent
Excellent	2	14.29%
Good	5	35.71%
Adequate	0	0%
Poor	0	0%
Not Answered	7	50.00%

Matrix 1 - The Opening and Closing Times



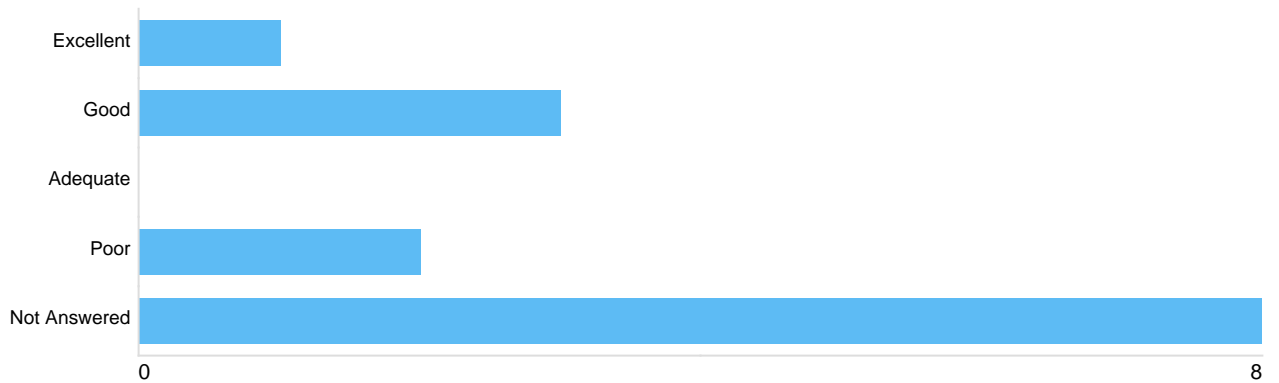
Option	Total	Percent
Excellent	2	14.29%
Good	5	35.71%
Adequate	0	0%
Poor	0	0%
Not Answered	7	50.00%

Matrix 1 - Cemetery Chargs as Value for Money



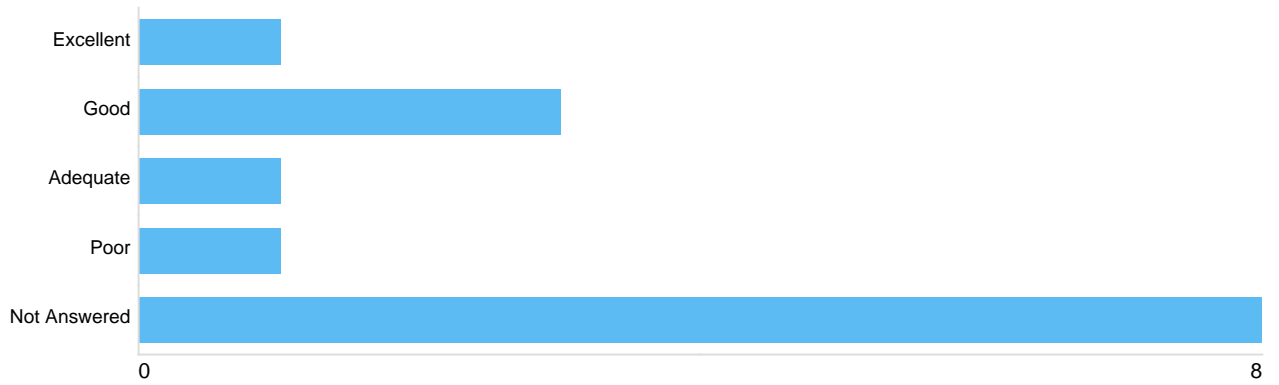
Option	Total	Percent
Excellent	0	0%
Good	3	21.43%
Adequate	3	21.43%
Poor	0	0%
Not Answered	8	57.14%

Matrix 1 - Upkeep of Roads and Pathways



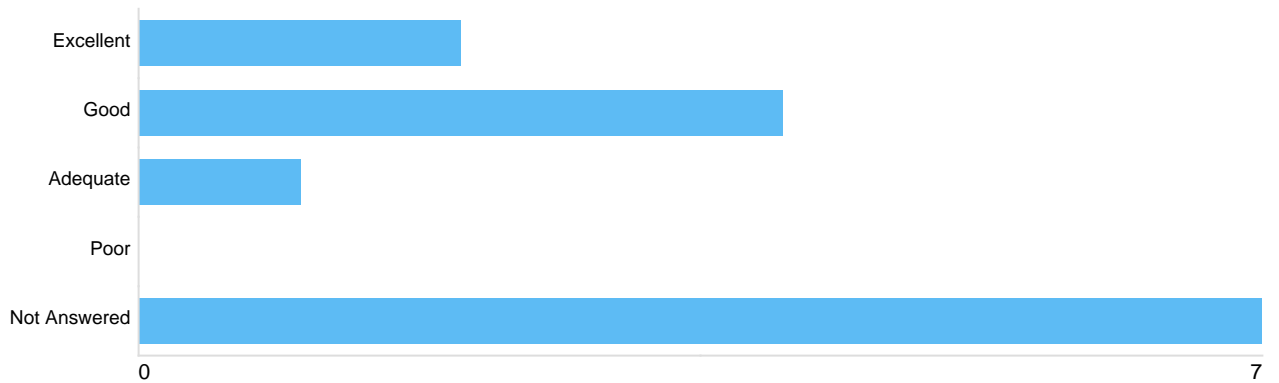
Option	Total	Percent
Excellent	1	7.14%
Good	3	21.43%
Adequate	0	0%
Poor	2	14.29%
Not Answered	8	57.14%

Matrix 1 - Standard of Grounds Maintenance



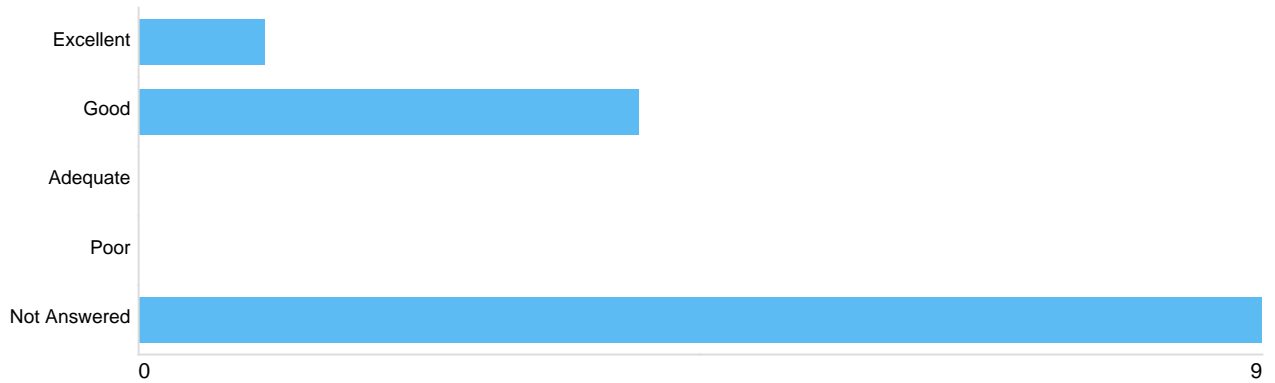
Option	Total	Percent
Excellent	1	7.14%
Good	3	21.43%
Adequate	1	7.14%
Poor	1	7.14%
Not Answered	8	57.14%

Matrix 1 - Parking Facilities



Option	Total	Percent
Excellent	2	14.29%
Good	4	28.57%
Adequate	1	7.14%
Poor	0	0%
Not Answered	7	50.00%

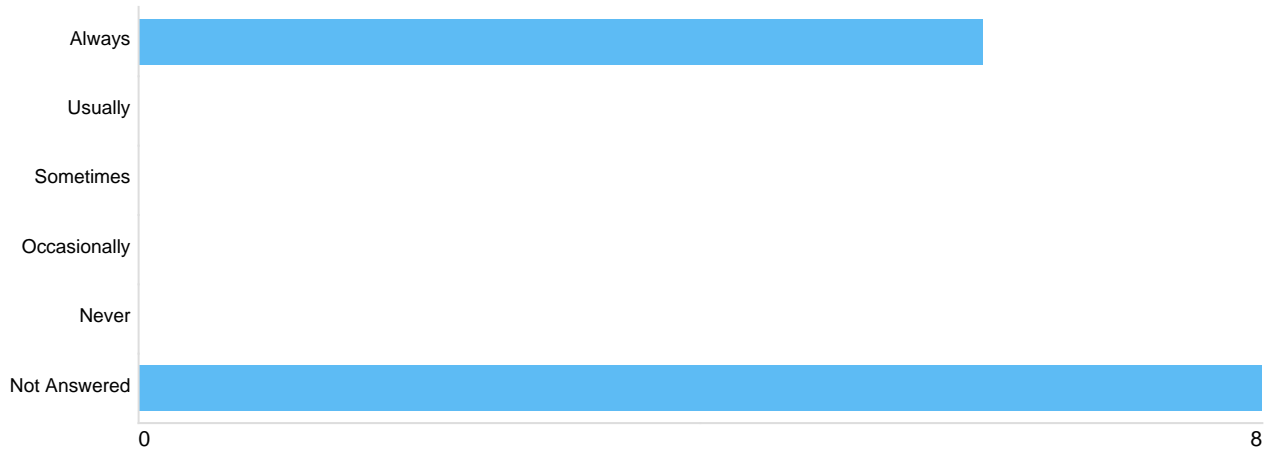
Matrix 1 - Access to Cemetery Offices



Option	Total	Percent
Excellent	1	7.14%
Good	4	28.57%
Adequate	0	0%
Poor	0	0%
Not Answered	9	64.29%

Question 11: What is your overall satisfaction level with the employees at Lodge Hill Cemetery?

Matrix 1 - The cemetery employees are empathetic and respectful in everything they do.



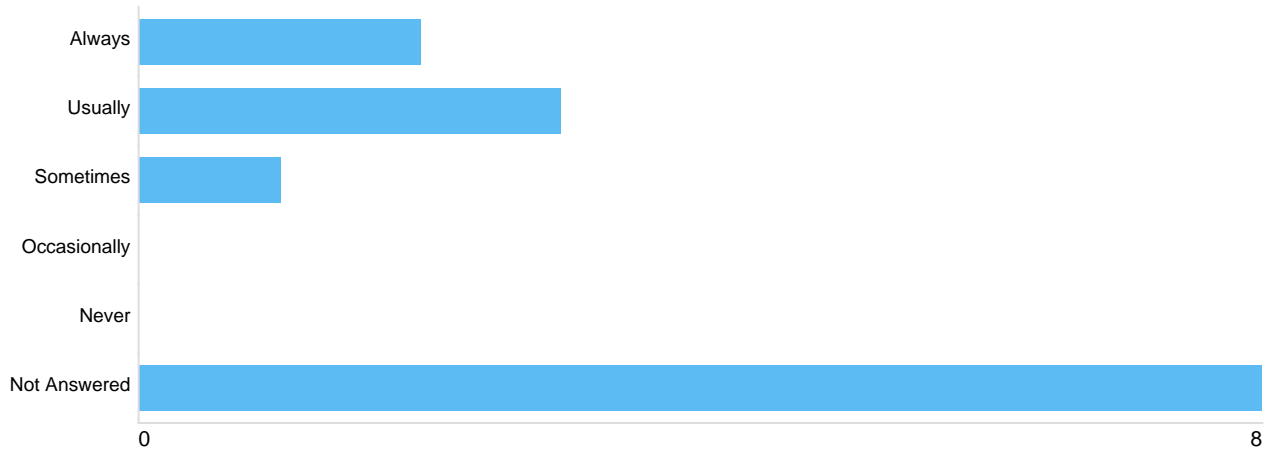
Option	Total	Percent
Always	6	42.86%
Usually	0	0%
Sometimes	0	0%
Occasionally	0	0%
Never	0	0%
Not Answered	8	57.14%

Matrix 1 - The cemetery employees are true to their word.



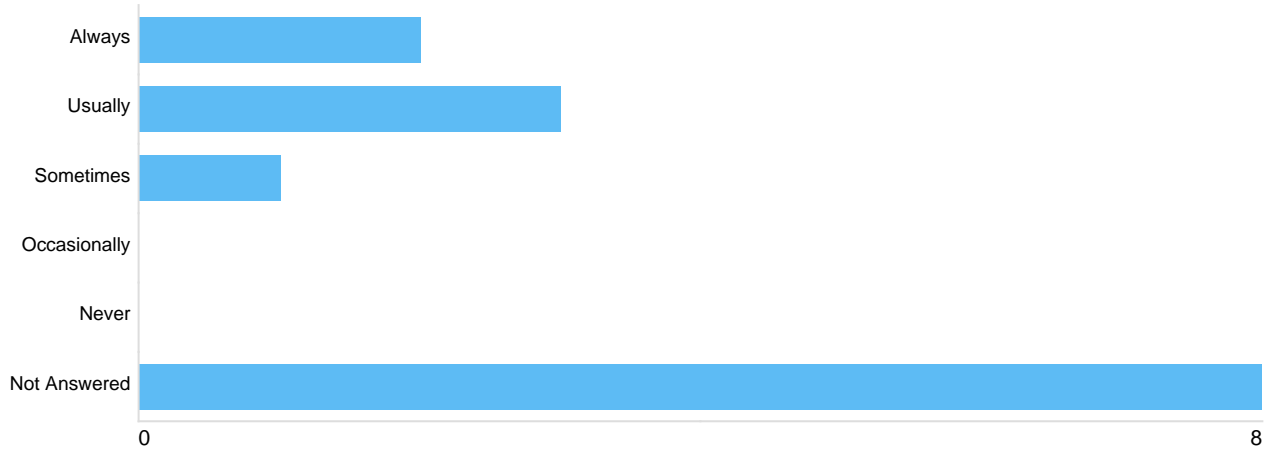
Option	Total	Percent
Always	3	21.43%
Usually	2	14.29%
Sometimes	0	0%
Occasionally	0	0%
Never	0	0%
Not Answered	9	64.29%

Matrix 1 - The cemetery employees get things right first time.



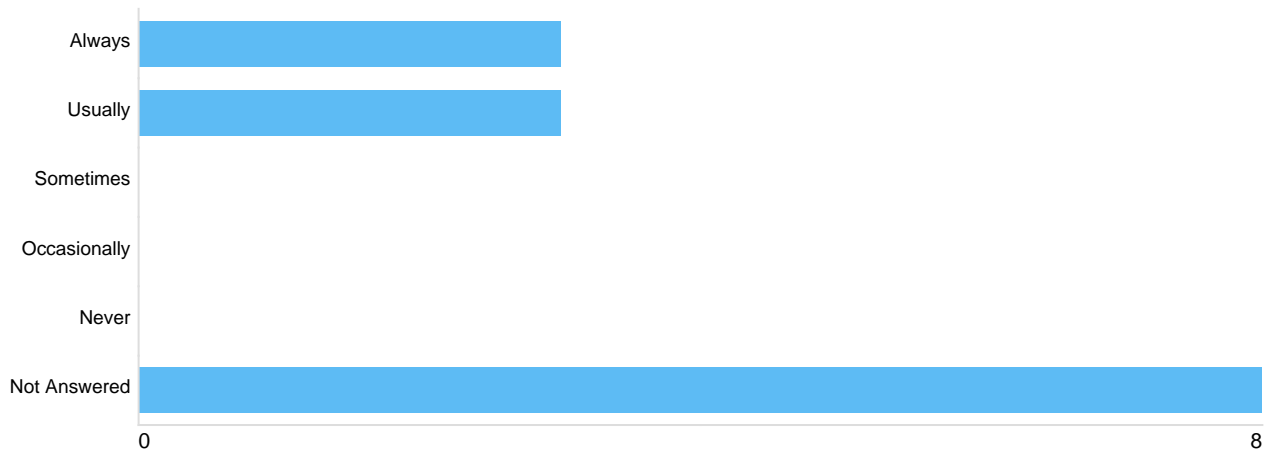
Option	Total	Percent
Always	2	14.29%
Usually	3	21.43%
Sometimes	1	7.14%
Occasionally	0	0%
Never	0	0%
Not Answered	8	57.14%

Matrix 1 - The Cemetery employees appearance is appropriate



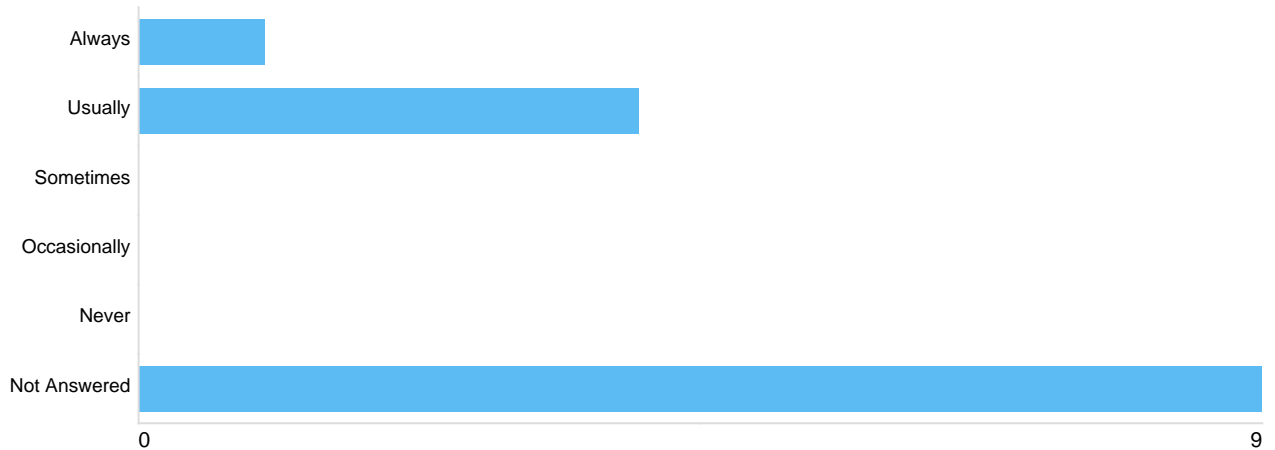
Option	Total	Percent
Always	2	14.29%
Usually	3	21.43%
Sometimes	1	7.14%
Occasionally	0	0%
Never	0	0%
Not Answered	8	57.14%

Matrix 1 - The cemetery office employees are empathetic and respectful in everything they do



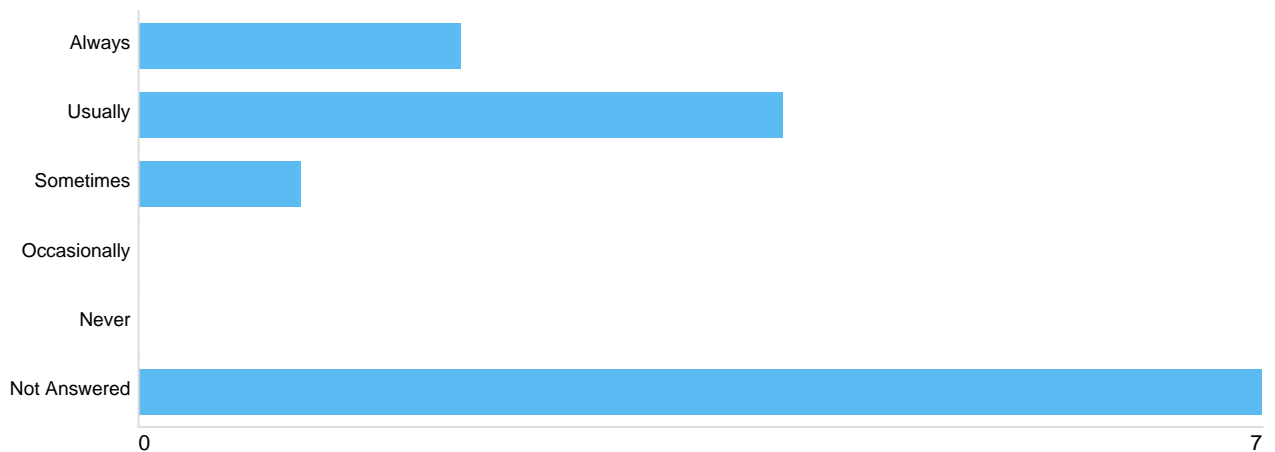
Option	Total	Percent
Always	3	21.43%
Usually	3	21.43%
Sometimes	0	0%
Occasionally	0	0%
Never	0	0%
Not Answered	8	57.14%

Matrix 1 - The cemetery office employees are true to their word



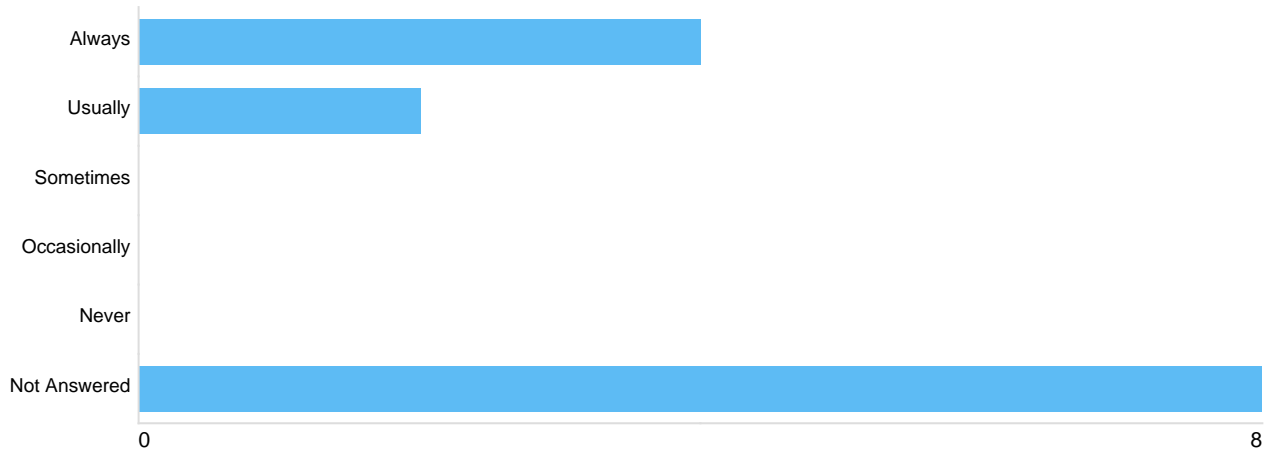
Option	Total	Percent
Always	1	7.14%
Usually	4	28.57%
Sometimes	0	0%
Occasionally	0	0%
Never	0	0%
Not Answered	9	64.29%

Matrix 1 - The cemetery office employees get things right first time



Option	Total	Percent
Always	2	14.29%
Usually	4	28.57%
Sometimes	1	7.14%
Occasionally	0	0%
Never	0	0%
Not Answered	7	50.00%

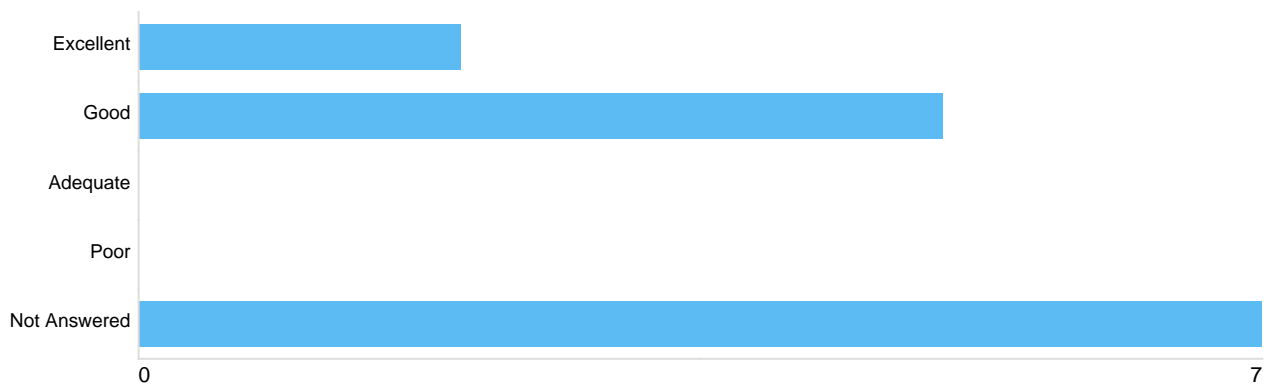
Matrix 1 - The cemetery office employees appearance is appropriate.



Option	Total	Percent
Always	4	28.57%
Usually	2	14.29%
Sometimes	0	0%
Occasionally	0	0%
Never	0	0%
Not Answered	8	57.14%

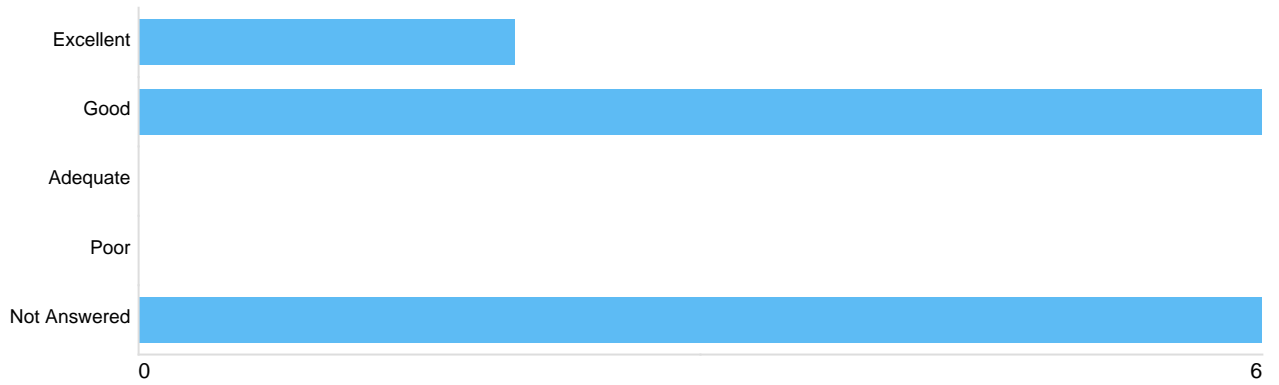
Question 12: What is your overall satisfaction with the service at Quinton Cemetery?

Matrix 1 - Your overall satisfaction with the Service



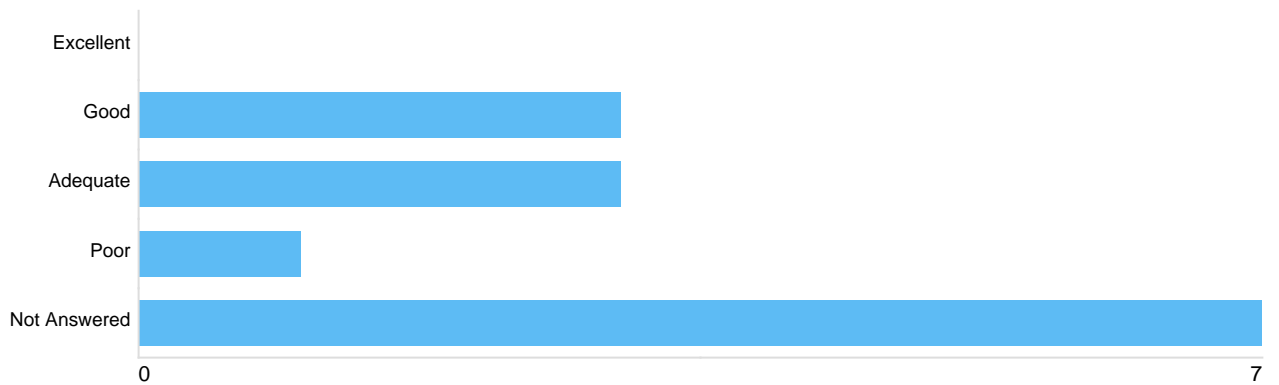
Option	Total	Percent
Excellent	2	14.29%
Good	5	35.71%
Adequate	0	0%
Poor	0	0%
Not Answered	7	50.00%

Matrix 1 - The Opening and Closing Times



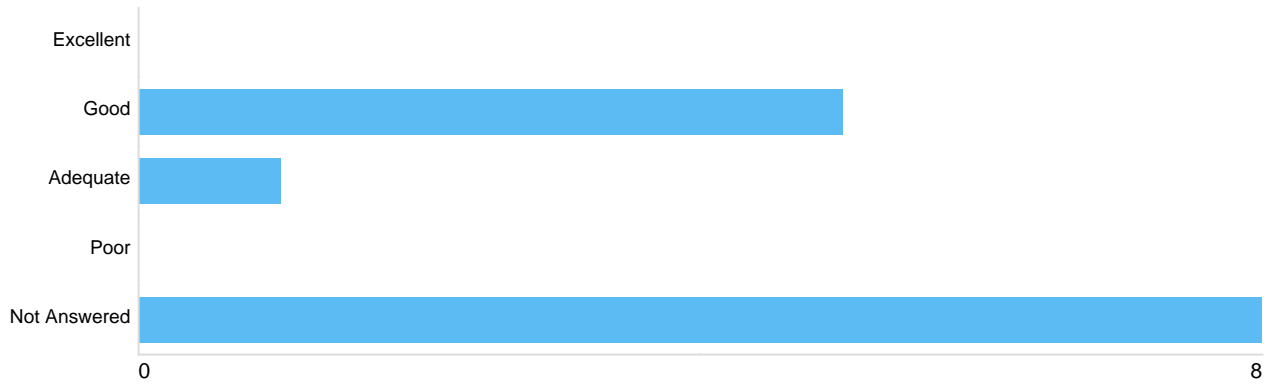
Option	Total	Percent
Excellent	2	14.29%
Good	6	42.86%
Adequate	0	0%
Poor	0	0%
Not Answered	6	42.86%

Matrix 1 - Cemetery Charges as Value for Money



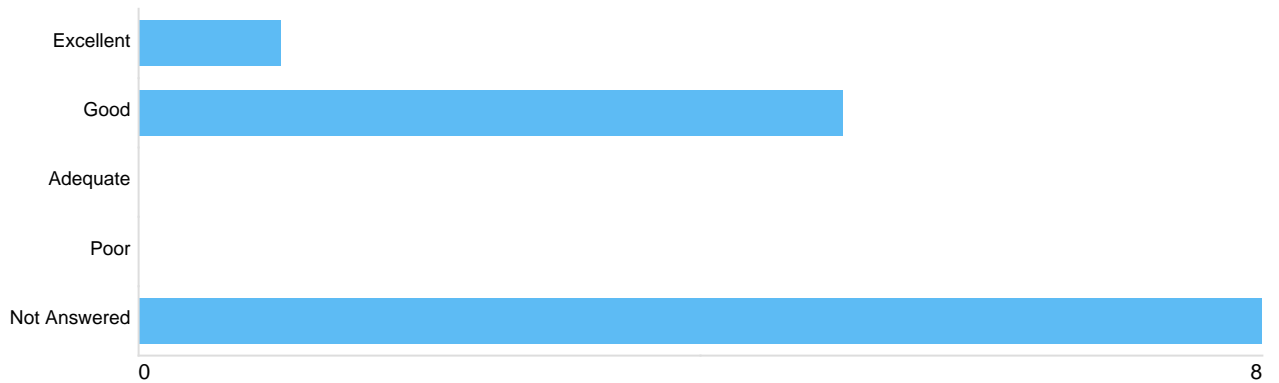
Option	Total	Percent
Excellent	0	0%
Good	3	21.43%
Adequate	3	21.43%
Poor	1	7.14%
Not Answered	7	50.00%

Matrix 1 - Upkeep of Roads and Pathways



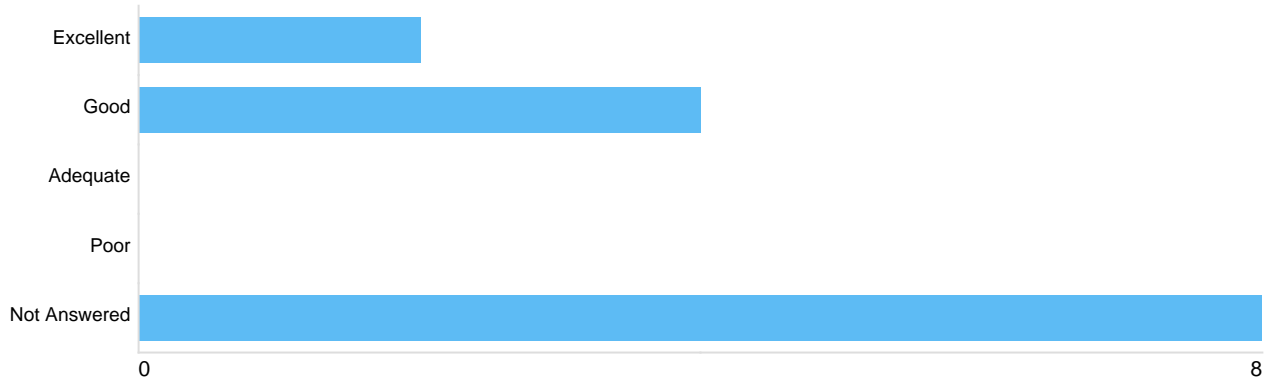
Option	Total	Percent
Excellent	0	0%
Good	5	35.71%
Adequate	1	7.14%
Poor	0	0%
Not Answered	8	57.14%

Matrix 1 - Standard of Grounds Maintenance



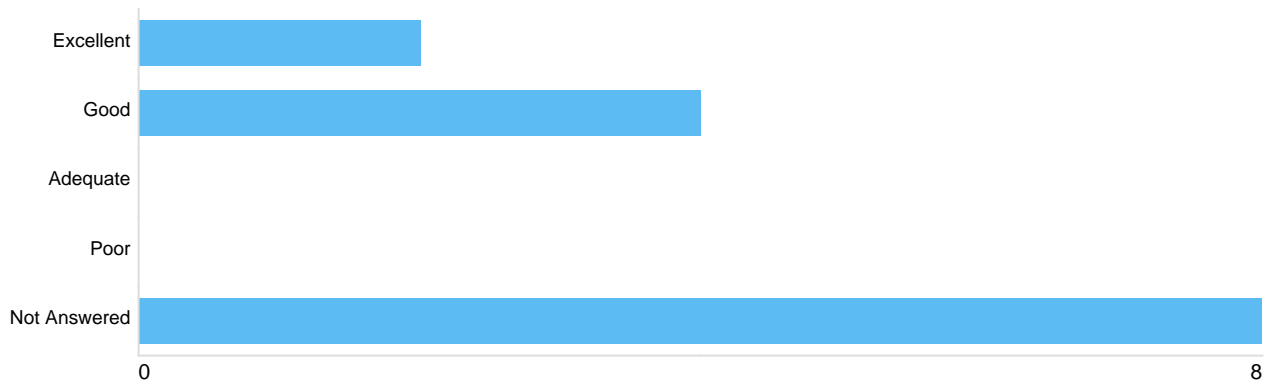
Option	Total	Percent
Excellent	1	7.14%
Good	5	35.71%
Adequate	0	0%
Poor	0	0%
Not Answered	8	57.14%

Matrix 1 - Parking Facilities



Option	Total	Percent
Excellent	2	14.29%
Good	4	28.57%
Adequate	0	0%
Poor	0	0%
Not Answered	8	57.14%

Matrix 1 - Access to the Cemetery Offices



Option	Total	Percent
Excellent	2	14.29%
Good	4	28.57%
Adequate	0	0%
Poor	0	0%
Not Answered	8	57.14%

Question 13: What is your overall satisfaction with the employees at Quinton Cemtery?

Matrix 1 - The cemetery employees are empathetic and respectful in everything they do.



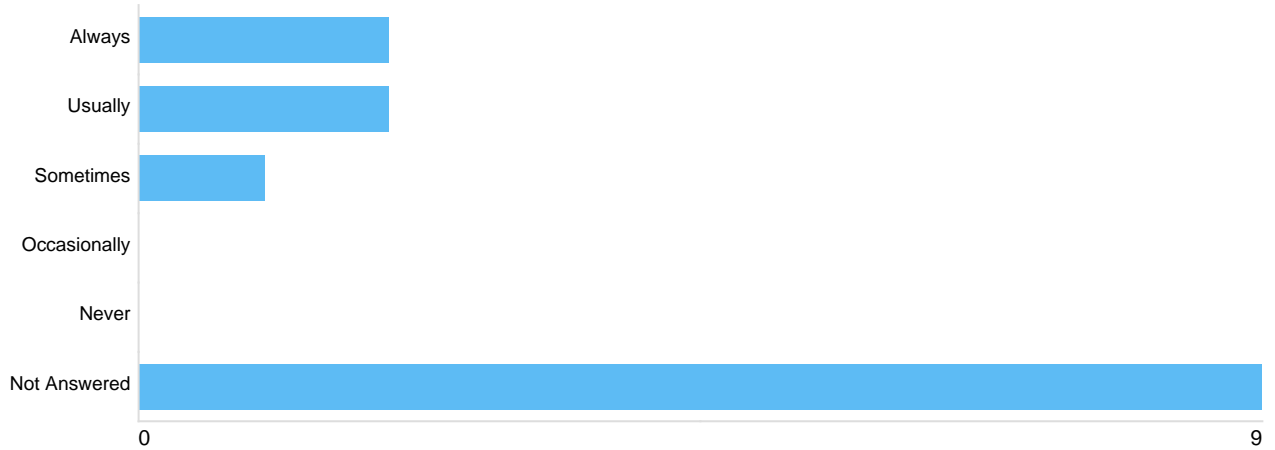
Option	Total	Percent
Always	6	42.86%
Usually	0	0%
Sometimes	0	0%
Occasionally	0	0%
Never	0	0%
Not Answered	8	57.14%

Matrix 1 - The cemetery employees are true to their word.



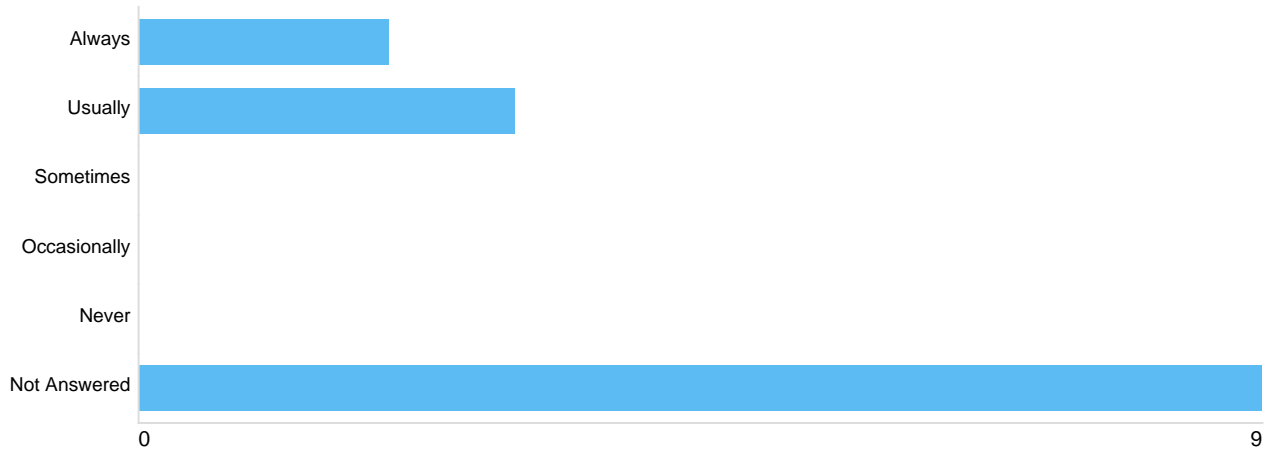
Option	Total	Percent
Always	4	28.57%
Usually	1	7.14%
Sometimes	0	0%
Occasionally	0	0%
Never	0	0%
Not Answered	9	64.29%

Matrix 1 - The cemetery employees get things right first time.



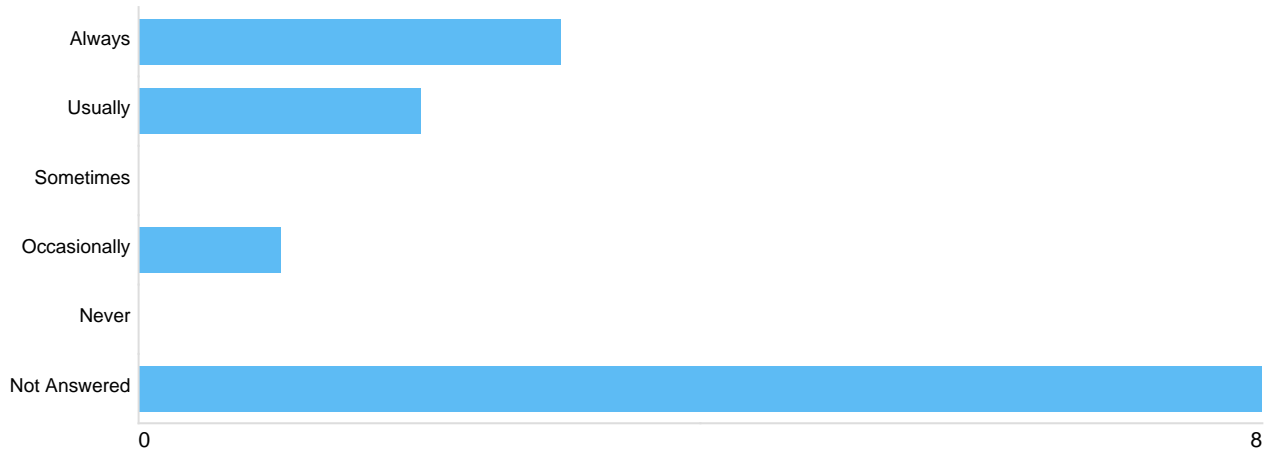
Option	Total	Percent
Always	2	14.29%
Usually	2	14.29%
Sometimes	1	7.14%
Occasionally	0	0%
Never	0	0%
Not Answered	9	64.29%

Matrix 1 - The Cemetery employees appearance is appropriate



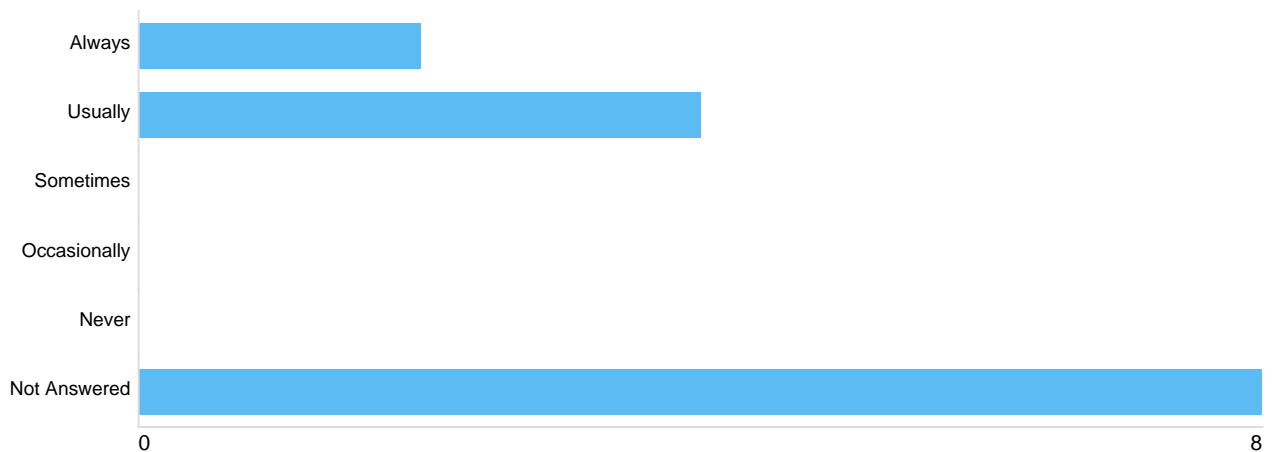
Option	Total	Percent
Always	2	14.29%
Usually	3	21.43%
Sometimes	0	0%
Occasionally	0	0%
Never	0	0%
Not Answered	9	64.29%

Matrix 1 - The cemetery office employees are empathetic and respectful in everything they do



Option	Total	Percent
Always	3	21.43%
Usually	2	14.29%
Sometimes	0	0%
Occasionally	1	7.14%
Never	0	0%
Not Answered	8	57.14%

Matrix 1 - The cemetery office employees are true to their word



Option	Total	Percent
Always	2	14.29%
Usually	4	28.57%
Sometimes	0	0%
Occasionally	0	0%
Never	0	0%
Not Answered	8	57.14%

Matrix 1 - The cemetery office employees get things right first time



Option	Total	Percent
Always	1	7.14%
Usually	6	42.86%
Sometimes	0	0%
Occasionally	0	0%
Never	0	0%
Not Answered	7	50.00%

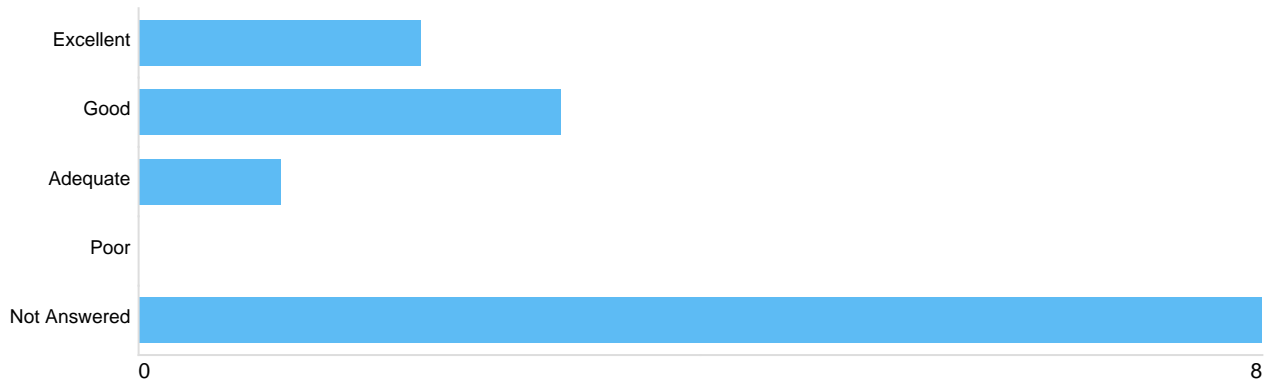
Matrix 1 - The cemetery office employees appearance is appropriate.



Option	Total	Percent
Always	5	35.71%
Usually	2	14.29%
Sometimes	0	0%
Occasionally	0	0%
Never	0	0%
Not Answered	7	50.00%

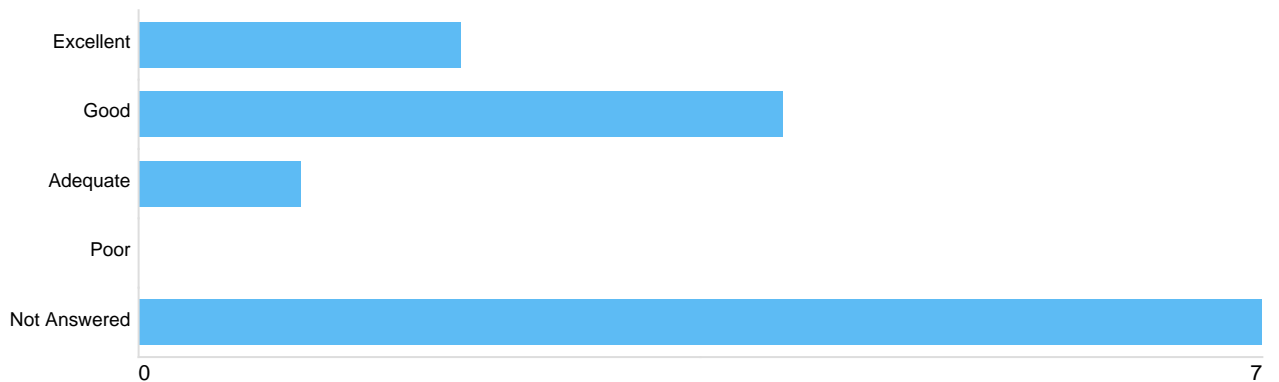
Question 14: What is your overall satisfaction with the service at Sutton Coldfield Cemetery?

Matrix 1 - Your overall satisfaction with the Service



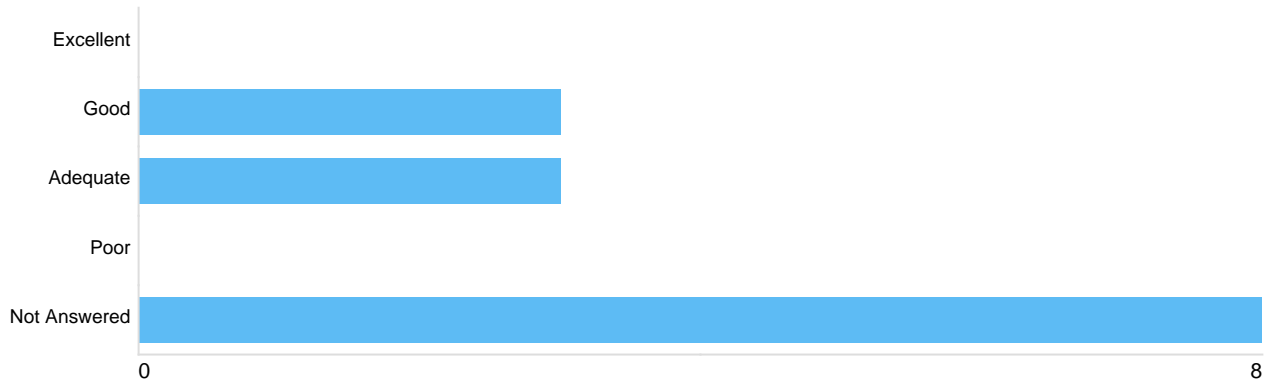
Option	Total	Percent
Excellent	2	14.29%
Good	3	21.43%
Adequate	1	7.14%
Poor	0	0%
Not Answered	8	57.14%

Matrix 1 - The Opening and Closing Times



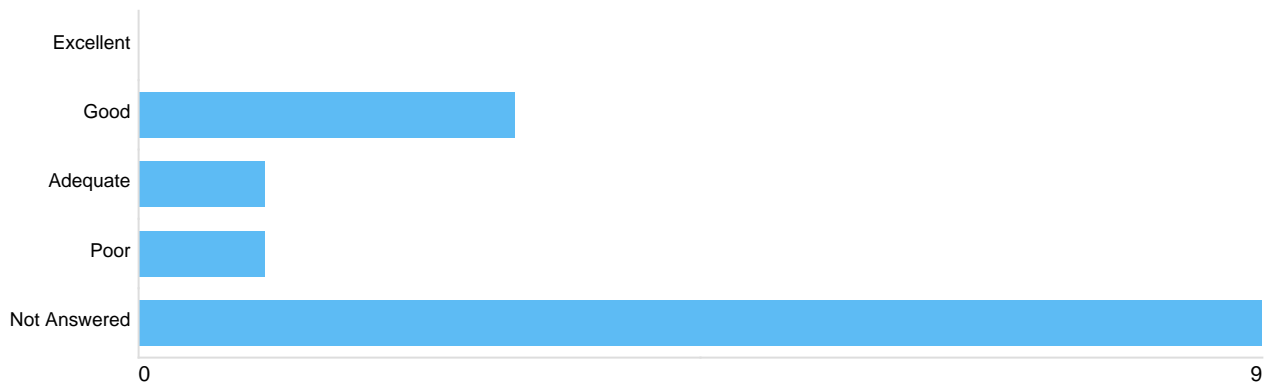
Option	Total	Percent
Excellent	2	14.29%
Good	4	28.57%
Adequate	1	7.14%
Poor	0	0%
Not Answered	7	50.00%

Matrix 1 - Cemetery Charges as Value for Money



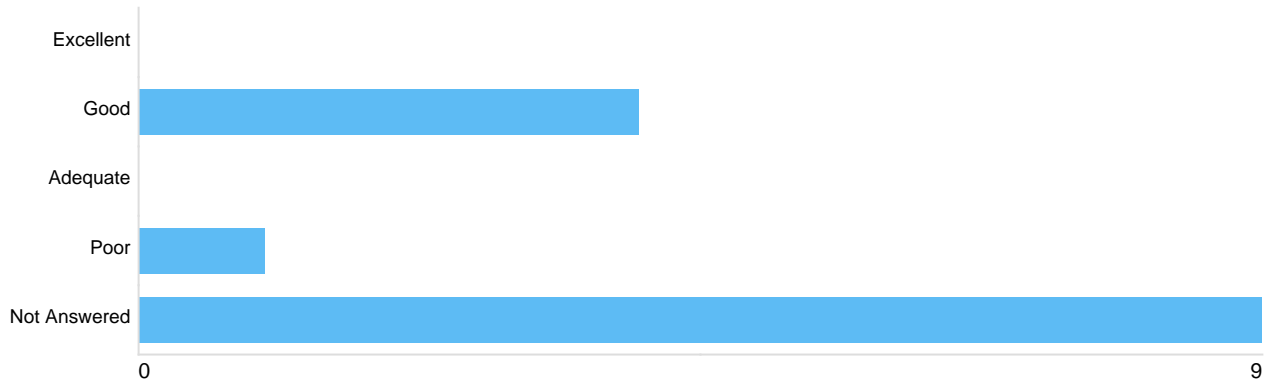
Option	Total	Percent
Excellent	0	0%
Good	3	21.43%
Adequate	3	21.43%
Poor	0	0%
Not Answered	8	57.14%

Matrix 1 - Upkeep of Roads and Pathways



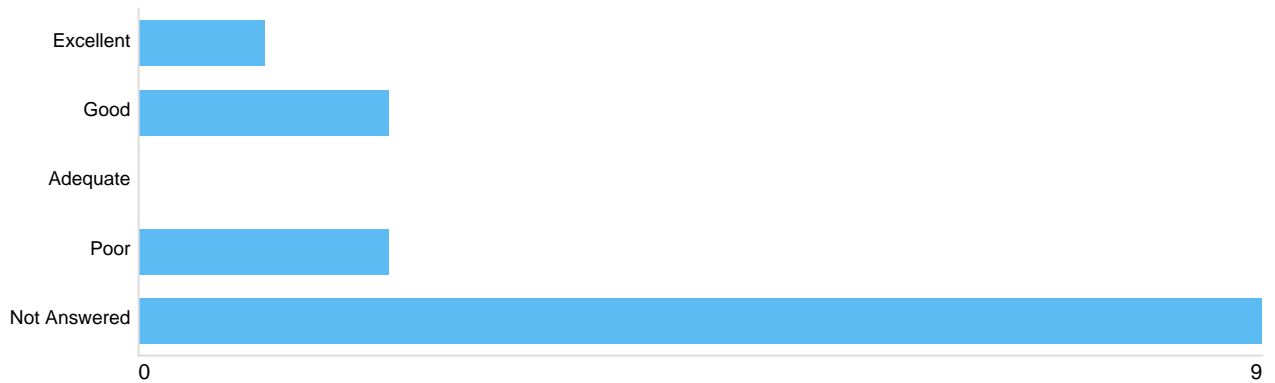
Option	Total	Percent
Excellent	0	0%
Good	3	21.43%
Adequate	1	7.14%
Poor	1	7.14%
Not Answered	9	64.29%

Matrix 1 - Standard of Grounds Maintenance



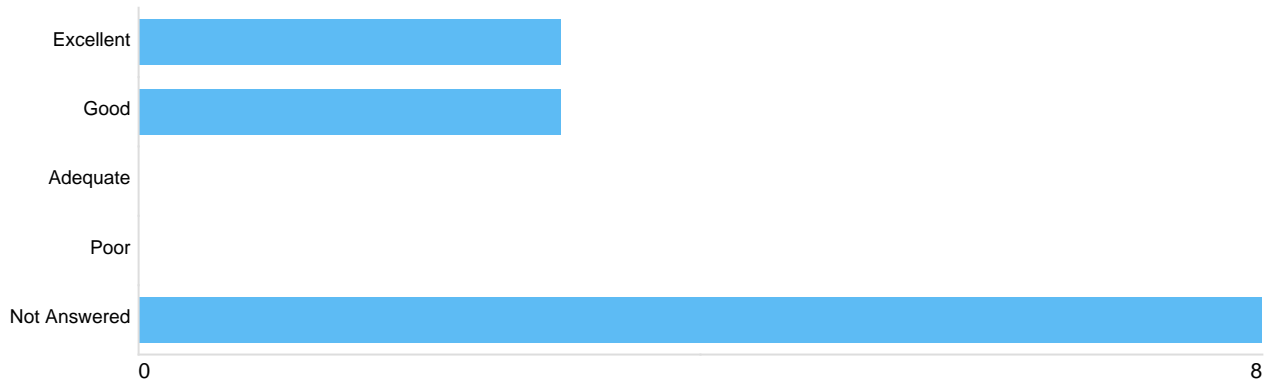
Option	Total	Percent
Excellent	0	0%
Good	4	28.57%
Adequate	0	0%
Poor	1	7.14%
Not Answered	9	64.29%

Matrix 1 - Parking Facilities



Option	Total	Percent
Excellent	1	7.14%
Good	2	14.29%
Adequate	0	0%
Poor	2	14.29%
Not Answered	9	64.29%

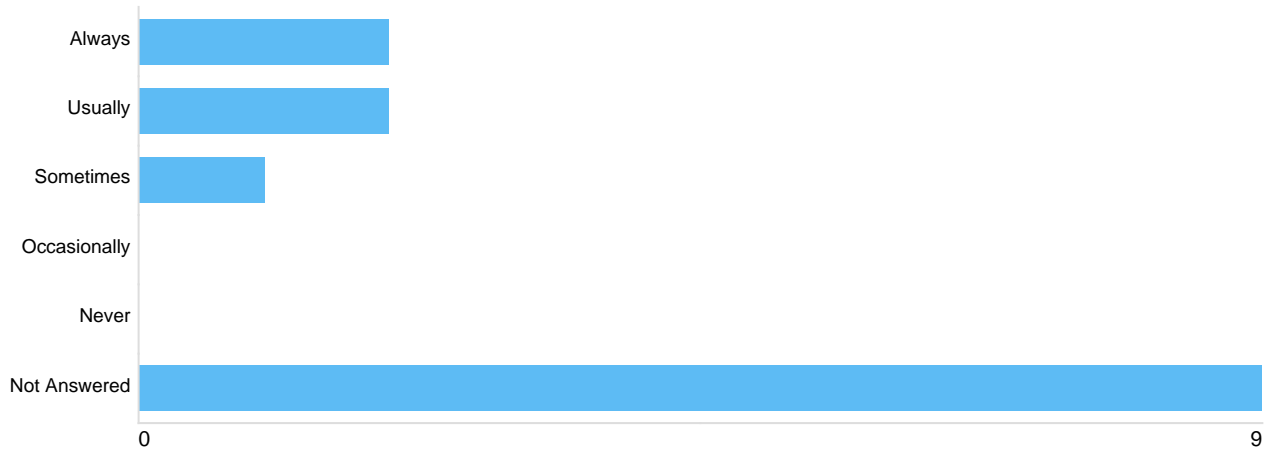
Matrix 1 - Access to the Cemetery Offices



Option	Total	Percent
Excellent	3	21.43%
Good	3	21.43%
Adequate	0	0%
Poor	0	0%
Not Answered	8	57.14%

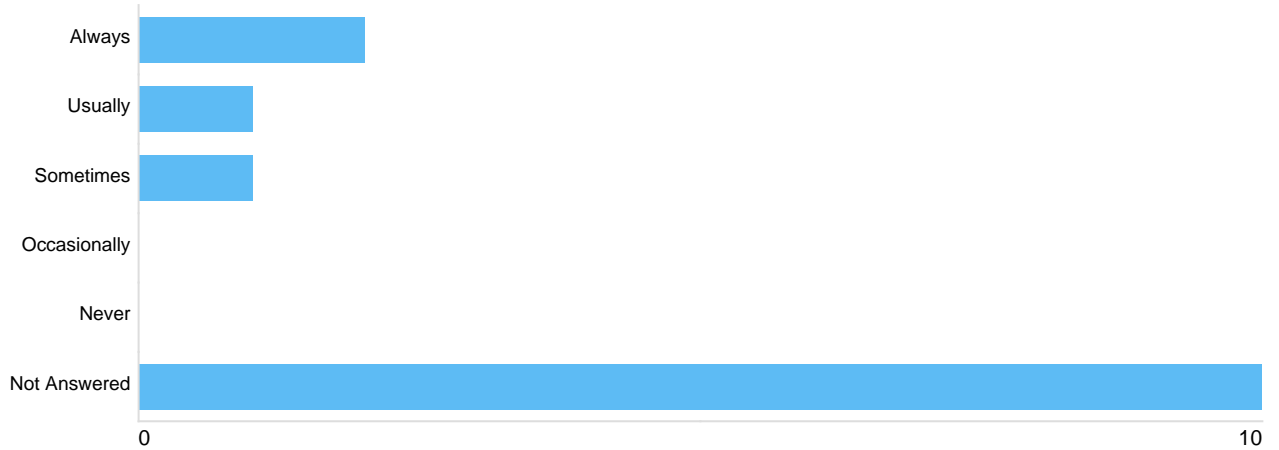
Question 15: What is your overall satisfaction with the employees at Sutton Coldfield Cemetery?

Matrix 1 - The cemetery employees are empathetic and respectful in everything they do.



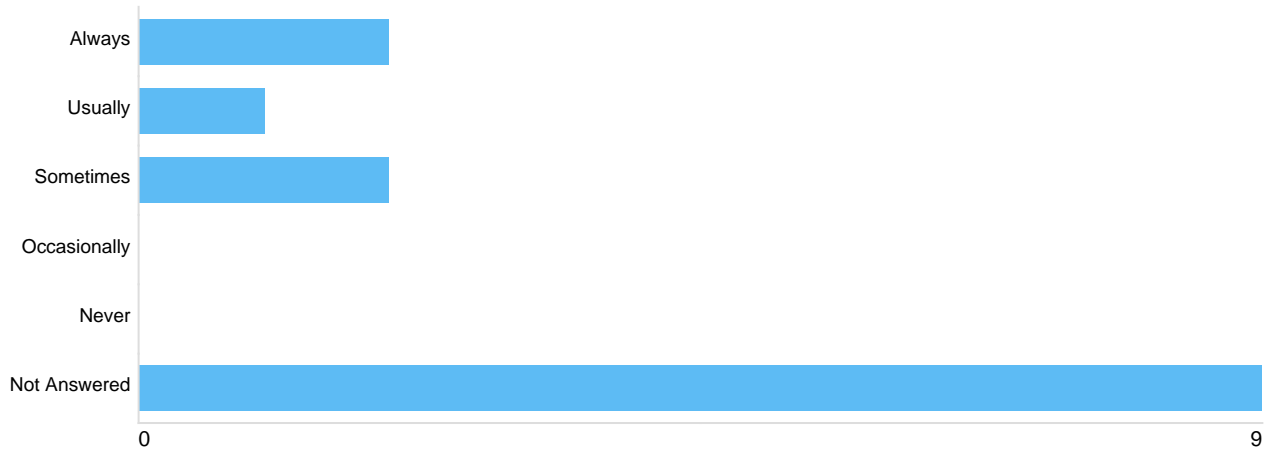
Option	Total	Percent
Always	2	14.29%
Usually	2	14.29%
Sometimes	1	7.14%
Occasionally	0	0%
Never	0	0%
Not Answered	9	64.29%

Matrix 1 - The cemetery employees are true to their word.



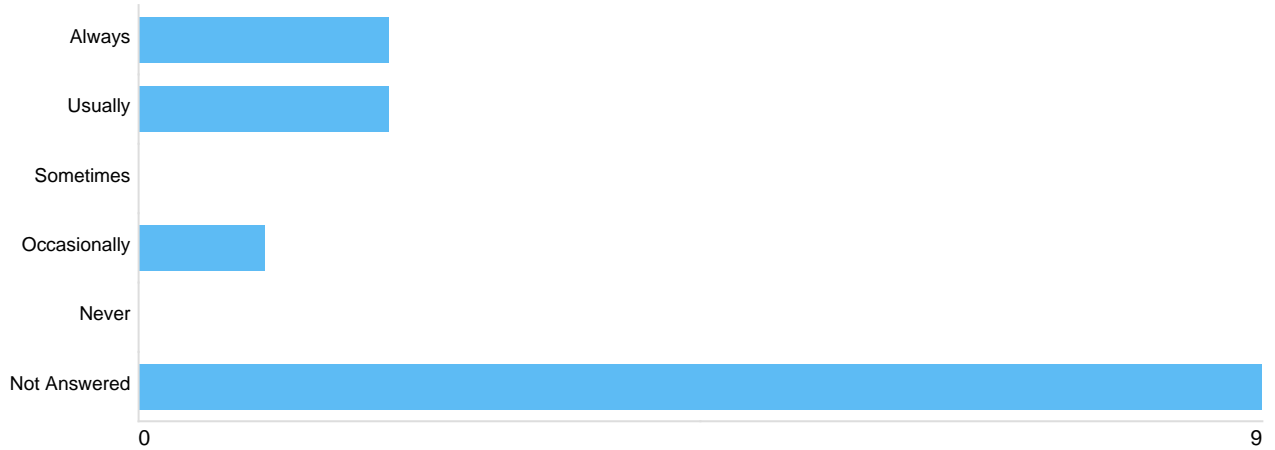
Option	Total	Percent
Always	2	14.29%
Usually	1	7.14%
Sometimes	1	7.14%
Occasionally	0	0%
Never	0	0%
Not Answered	10	71.43%

Matrix 1 - The cemetery employees get things right first time.



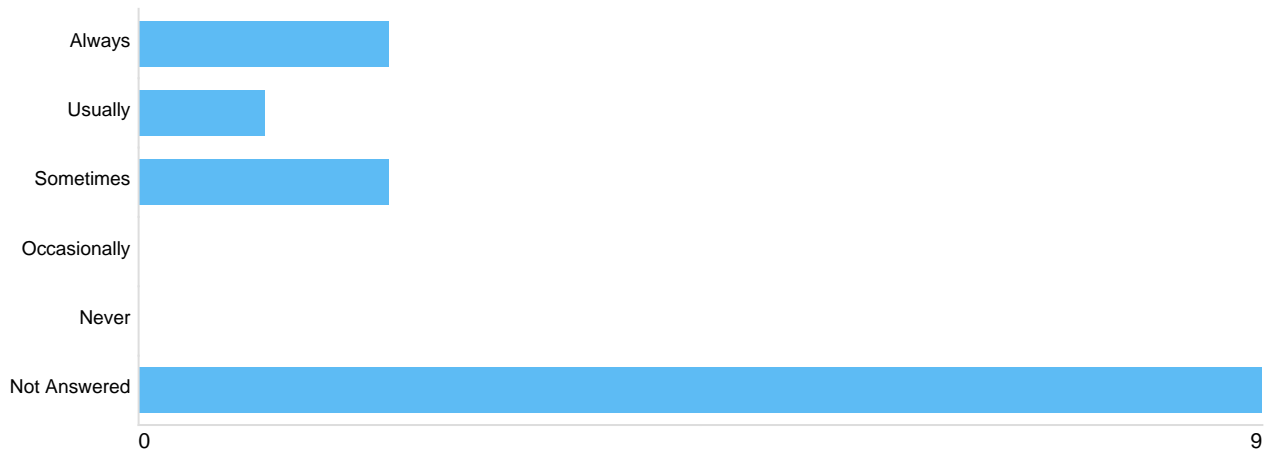
Option	Total	Percent
Always	2	14.29%
Usually	1	7.14%
Sometimes	2	14.29%
Occasionally	0	0%
Never	0	0%
Not Answered	9	64.29%

Matrix 1 - The cemetery employees appearance is appropriate



Option	Total	Percent
Always	2	14.29%
Usually	2	14.29%
Sometimes	0	0%
Occasionally	1	7.14%
Never	0	0%
Not Answered	9	64.29%

Matrix 1 - The cemetery office employees are true to their word



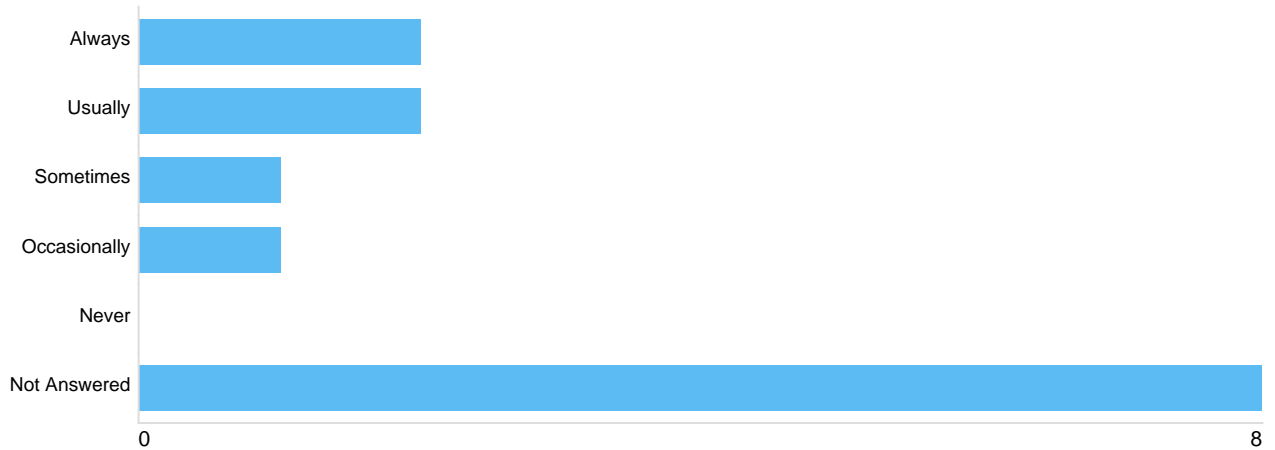
Option	Total	Percent
Always	2	14.29%
Usually	1	7.14%
Sometimes	2	14.29%
Occasionally	0	0%
Never	0	0%
Not Answered	9	64.29%

Matrix 1 - The cemetery office employees are empathetic and respectful in everything they do



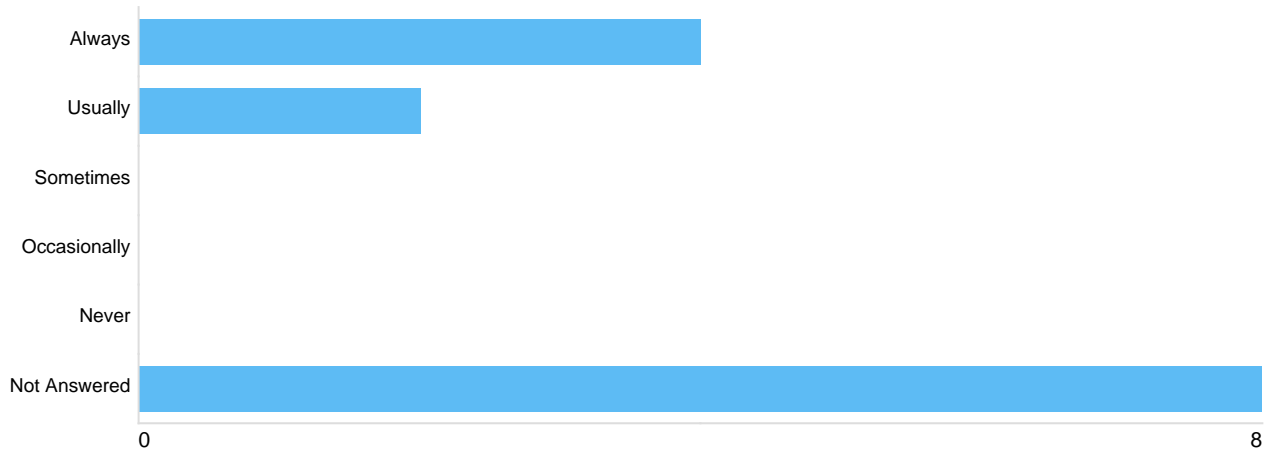
Option	Total	Percent
Always	3	21.43%
Usually	1	7.14%
Sometimes	0	0%
Occasionally	1	7.14%
Never	0	0%
Not Answered	9	64.29%

Matrix 1 - The cemetery office employees get things right first time



Option	Total	Percent
Always	2	14.29%
Usually	2	14.29%
Sometimes	1	7.14%
Occasionally	1	7.14%
Never	0	0%
Not Answered	8	57.14%

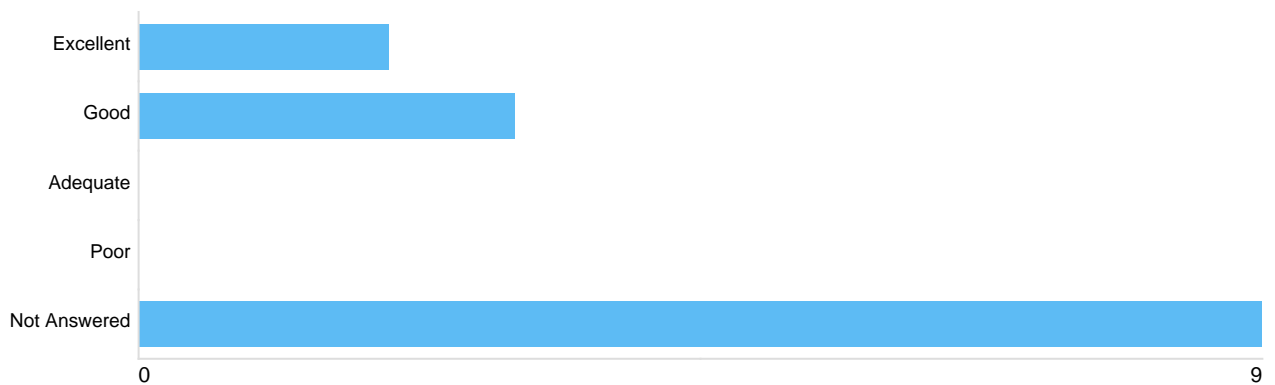
Matrix 1 - The cemetery office employees appearance is appropriate.



Option	Total	Percent
Always	4	28.57%
Usually	2	14.29%
Sometimes	0	0%
Occasionally	0	0%
Never	0	0%
Not Answered	8	57.14%

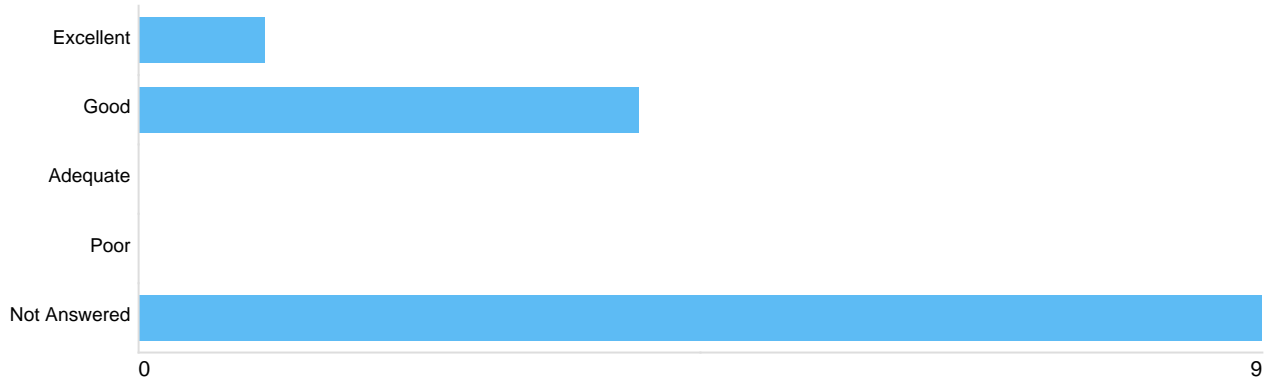
Question 16: What is your overall satisfaction with the service at Sutton New Hall Cemetery?

Matrix 1 - Your overall satisfaction with the Service



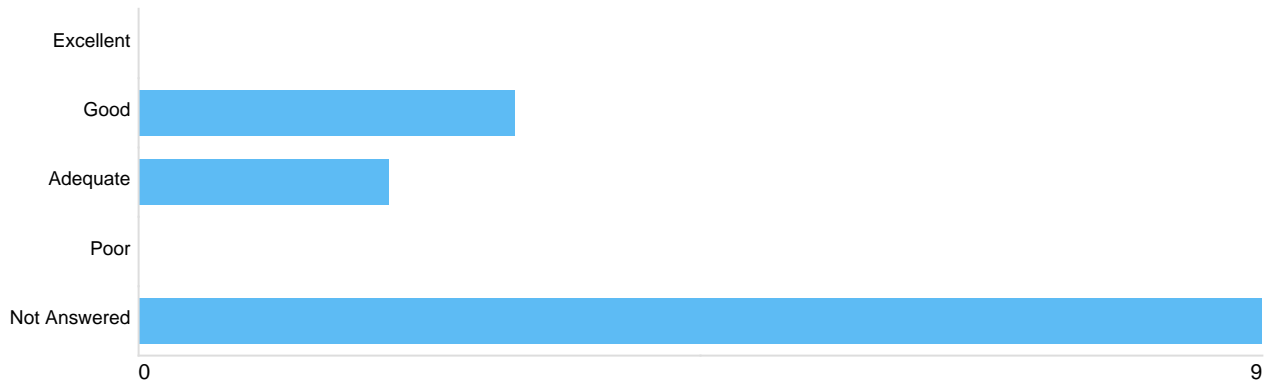
Option	Total	Percent
Excellent	2	14.29%
Good	3	21.43%
Adequate	0	0%
Poor	0	0%
Not Answered	9	64.29%

Matrix 1 - The Opening and Closing Times



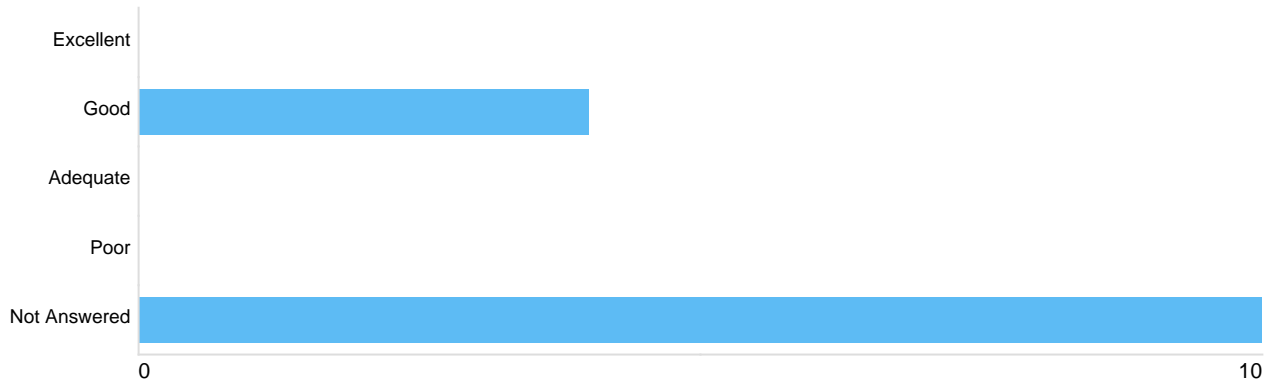
Option	Total	Percent
Excellent	1	7.14%
Good	4	28.57%
Adequate	0	0%
Poor	0	0%
Not Answered	9	64.29%

Matrix 1 - Cemetery Charges as Value for Money



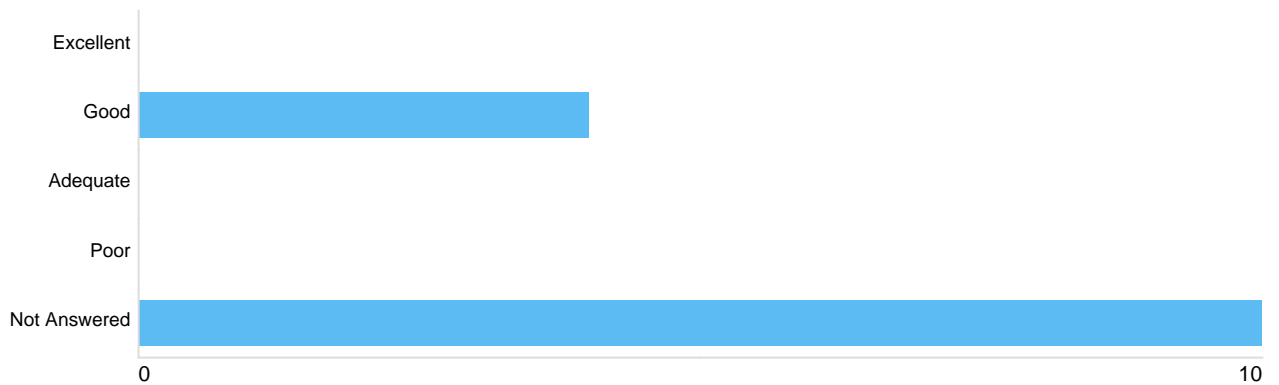
Option	Total	Percent
Excellent	0	0%
Good	3	21.43%
Adequate	2	14.29%
Poor	0	0%
Not Answered	9	64.29%

Matrix 1 - Upkeep of Roads and Pathways



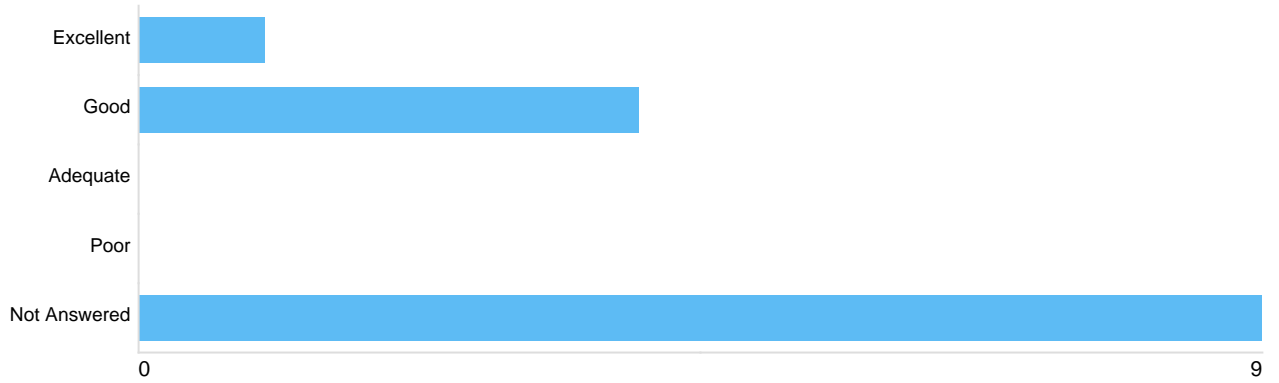
Option	Total	Percent
Excellent	0	0%
Good	4	28.57%
Adequate	0	0%
Poor	0	0%
Not Answered	10	71.43%

Matrix 1 - Standard of Grounds Maintenance



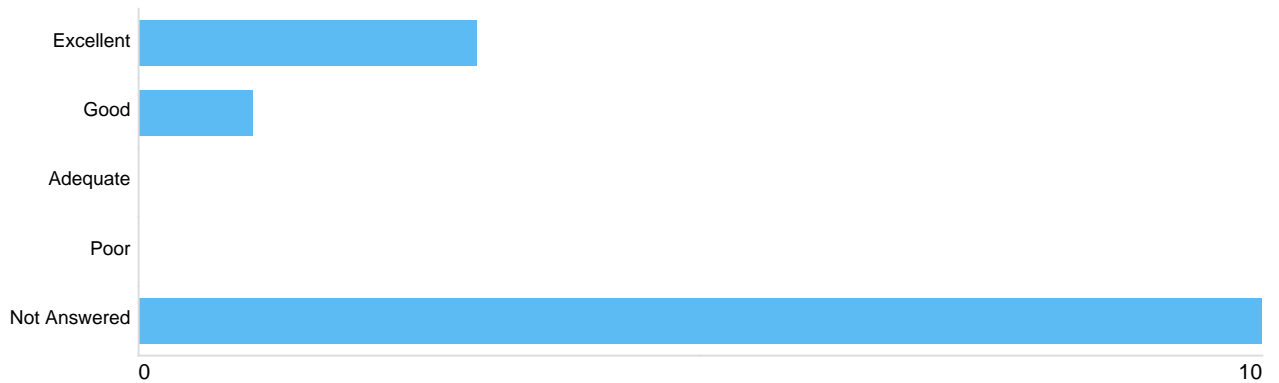
Option	Total	Percent
Excellent	0	0%
Good	4	28.57%
Adequate	0	0%
Poor	0	0%
Not Answered	10	71.43%

Matrix 1 - Parking Facilities



Option	Total	Percent
Excellent	1	7.14%
Good	4	28.57%
Adequate	0	0%
Poor	0	0%
Not Answered	9	64.29%

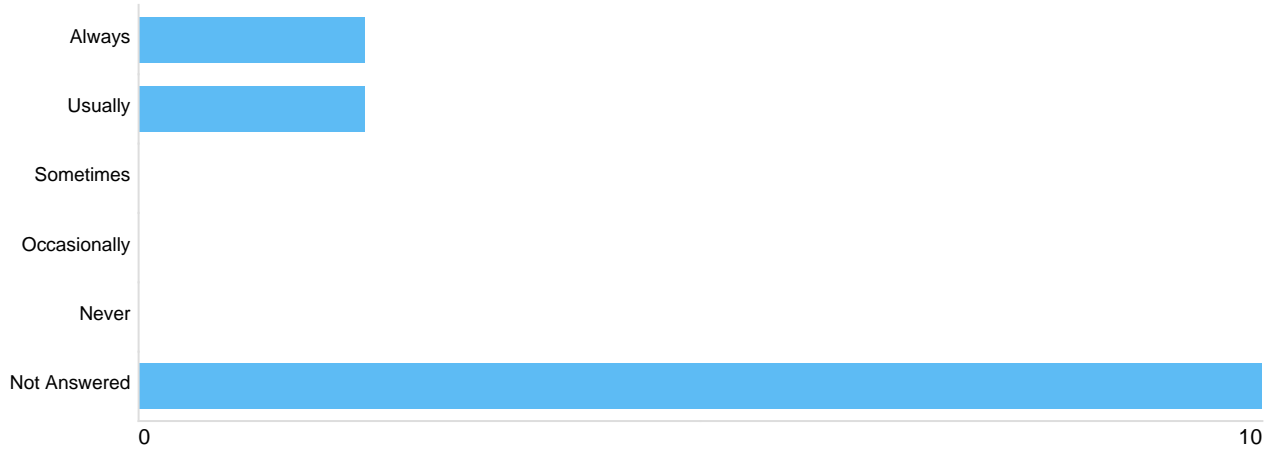
Matrix 1 - Access to the Cemetery Offices



Option	Total	Percent
Excellent	3	21.43%
Good	1	7.14%
Adequate	0	0%
Poor	0	0%
Not Answered	10	71.43%

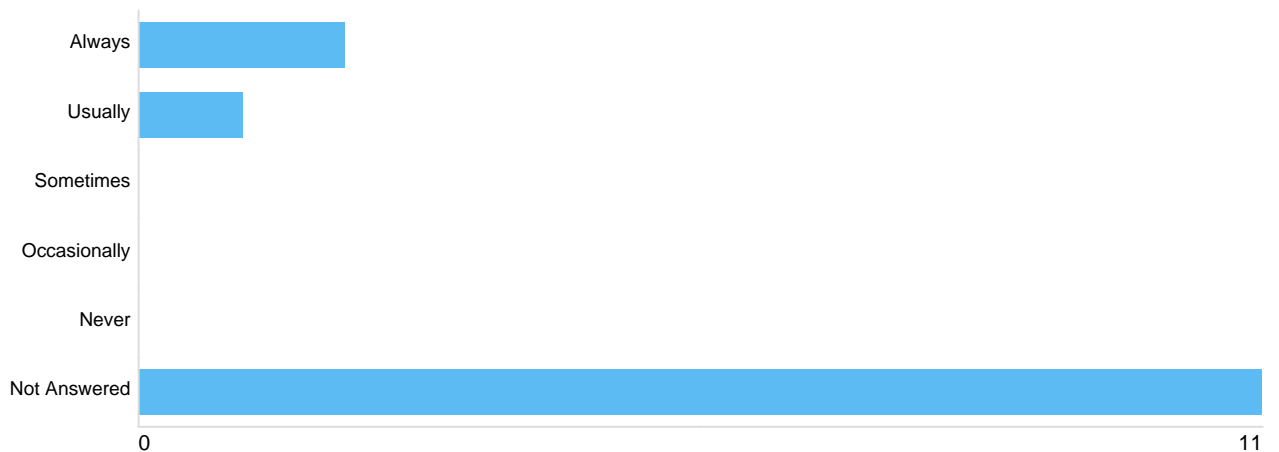
Question 17: What is your overall satisfaction with the employees at Sutton Newhall Cemetery?

Matrix 1 - The cemetery employees are empathetic and respectful in everything they do.



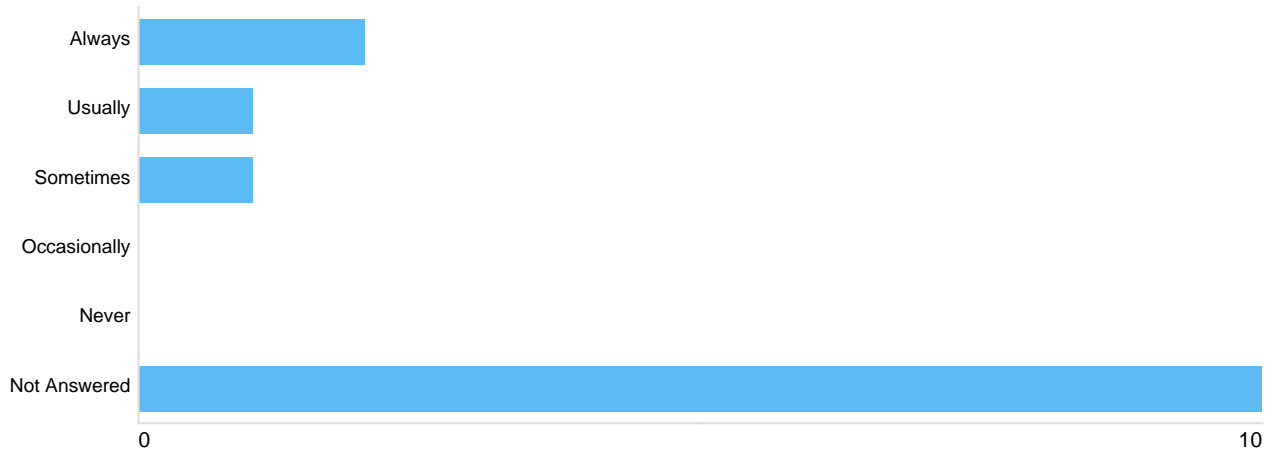
Option	Total	Percent
Always	2	14.29%
Usually	2	14.29%
Sometimes	0	0%
Occasionally	0	0%
Never	0	0%
Not Answered	10	71.43%

Matrix 1 - The cemetery employees are true to their word.



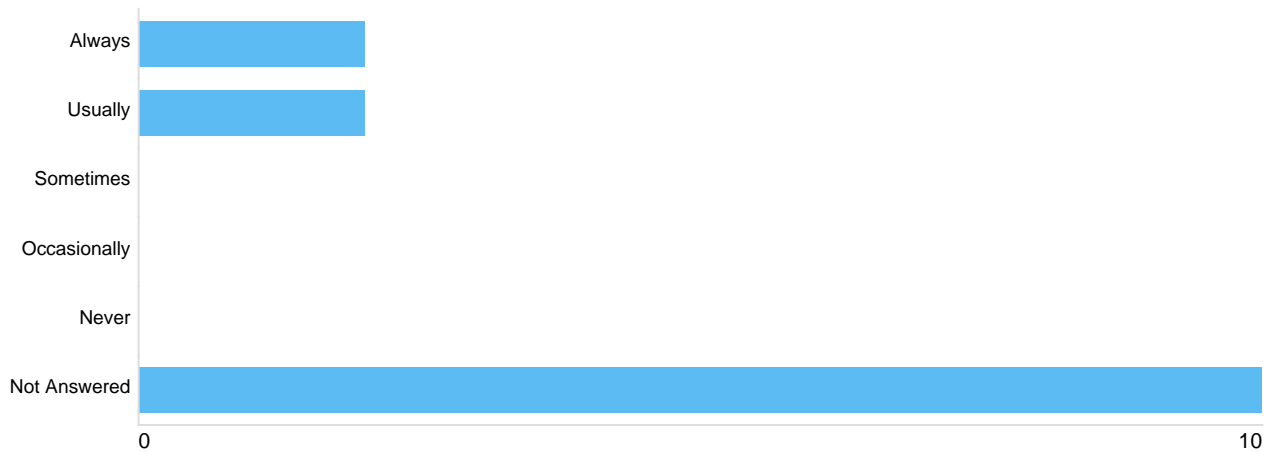
Option	Total	Percent
Always	2	14.29%
Usually	1	7.14%
Sometimes	0	0%
Occasionally	0	0%
Never	0	0%
Not Answered	11	78.57%

Matrix 1 - The cemetery employees get things right first time.



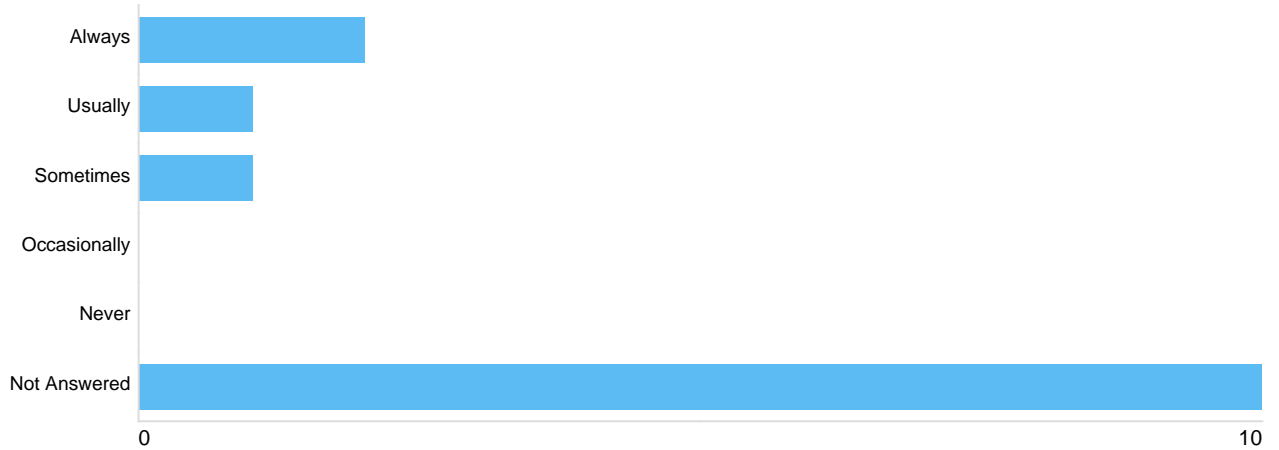
Option	Total	Percent
Always	2	14.29%
Usually	1	7.14%
Sometimes	1	7.14%
Occasionally	0	0%
Never	0	0%
Not Answered	10	71.43%

Matrix 1 - The Cemetery employees appearance is appropriate



Option	Total	Percent
Always	2	14.29%
Usually	2	14.29%
Sometimes	0	0%
Occasionally	0	0%
Never	0	0%
Not Answered	10	71.43%

Matrix 1 - The cemetery office employees are empathetic and respectful in everything they do



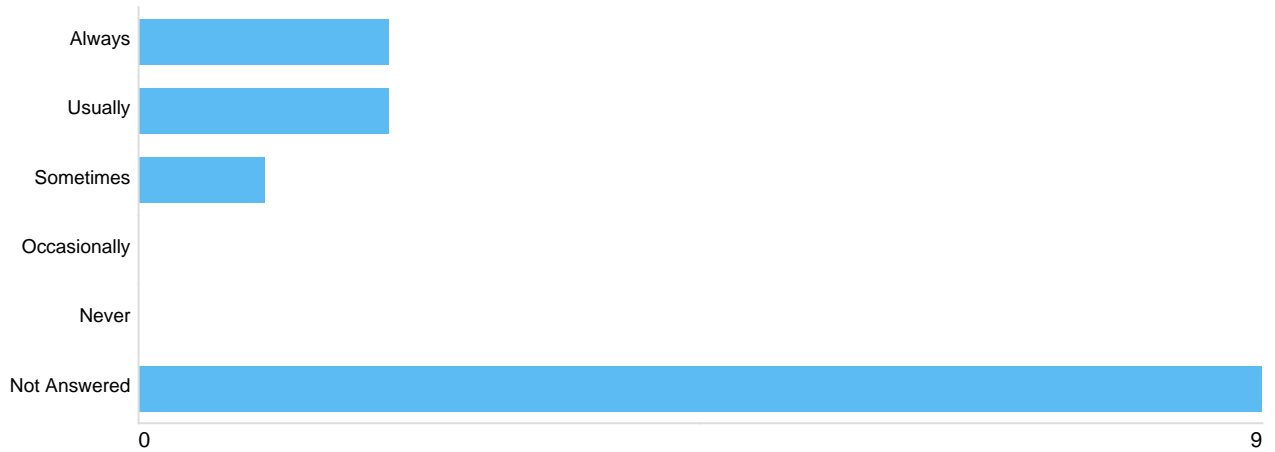
Option	Total	Percent
Always	2	14.29%
Usually	1	7.14%
Sometimes	1	7.14%
Occasionally	0	0%
Never	0	0%
Not Answered	10	71.43%

Matrix 1 - The cemetery office employees are true to their word



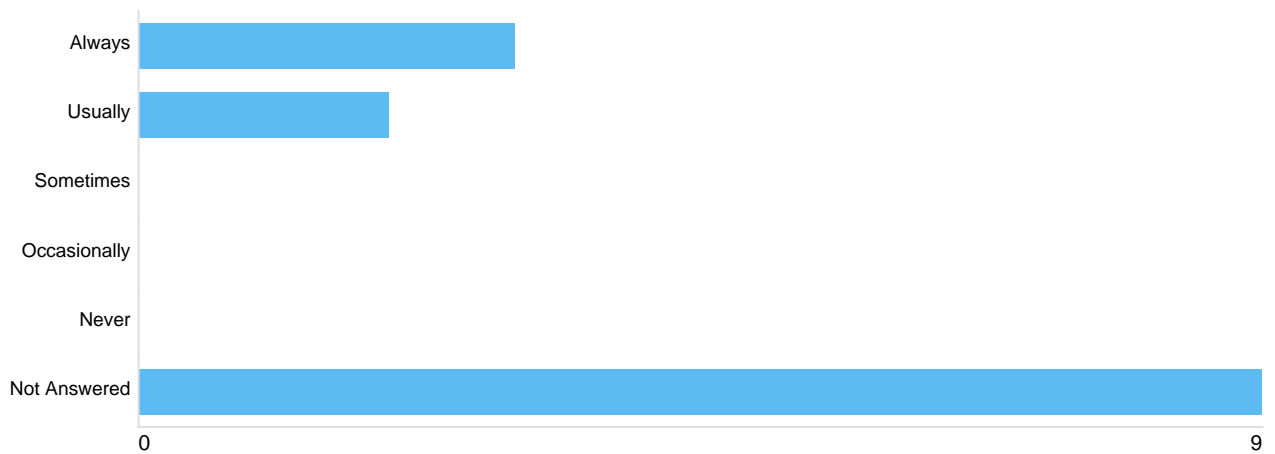
Option	Total	Percent
Always	3	21.43%
Usually	1	7.14%
Sometimes	0	0%
Occasionally	0	0%
Never	0	0%
Not Answered	10	71.43%

Matrix 1 - The cemetery office employees get things right first time



Option	Total	Percent
Always	2	14.29%
Usually	2	14.29%
Sometimes	1	7.14%
Occasionally	0	0%
Never	0	0%
Not Answered	9	64.29%

Matrix 1 - The cemetery office employees appearance is appropriate.



Option	Total	Percent
Always	3	21.43%
Usually	2	14.29%
Sometimes	0	0%
Occasionally	0	0%
Never	0	0%
Not Answered	9	64.29%

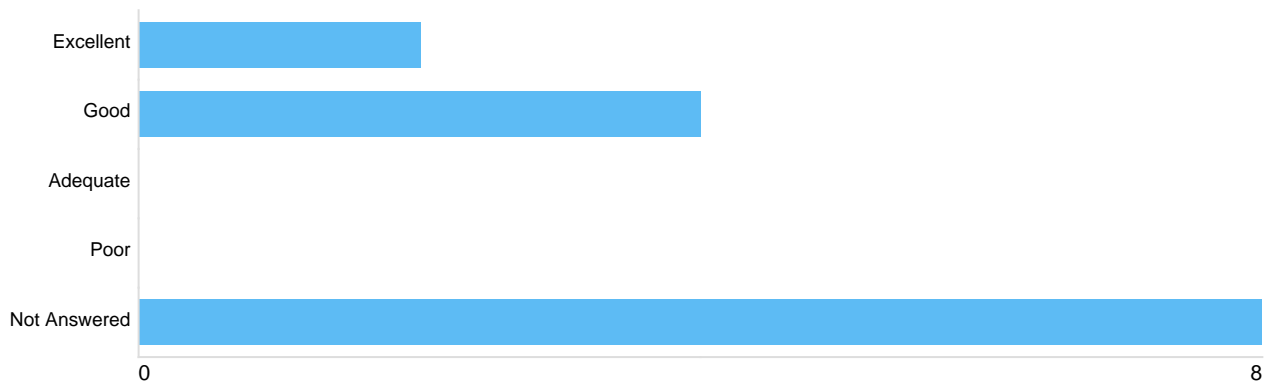
Question 18: What is your overall satisfaction with the service at Witton Cemetery?

Matrix 1 - Your overall satisfaction with the Service



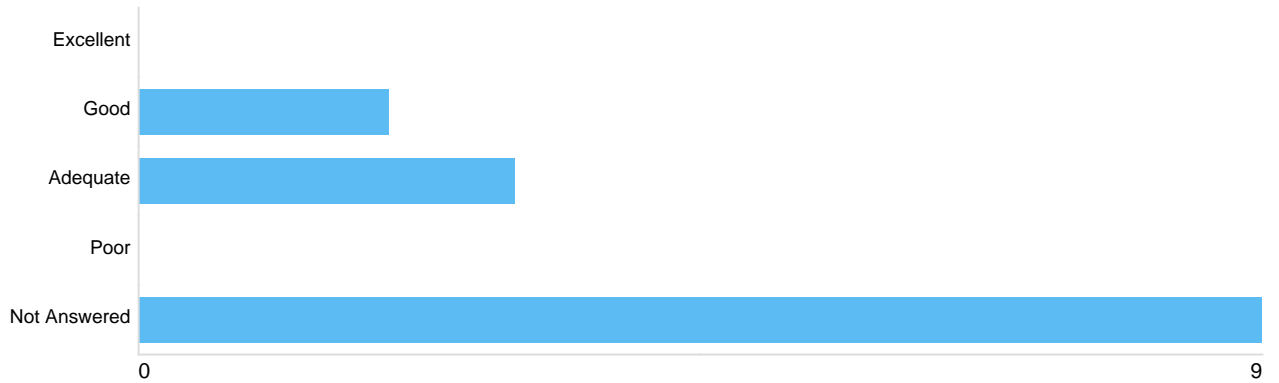
Option	Total	Percent
Excellent	2	14.29%
Good	2	14.29%
Adequate	1	7.14%
Poor	1	7.14%
Not Answered	8	57.14%

Matrix 1 - The Opening and Closing Times



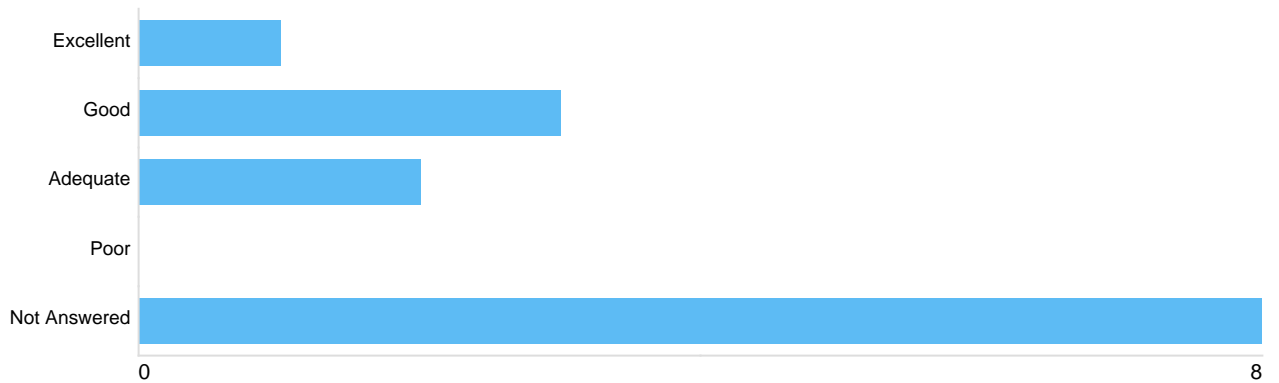
Option	Total	Percent
Excellent	2	14.29%
Good	4	28.57%
Adequate	0	0%
Poor	0	0%
Not Answered	8	57.14%

Matrix 1 - Cemetery Charges as Value for Money



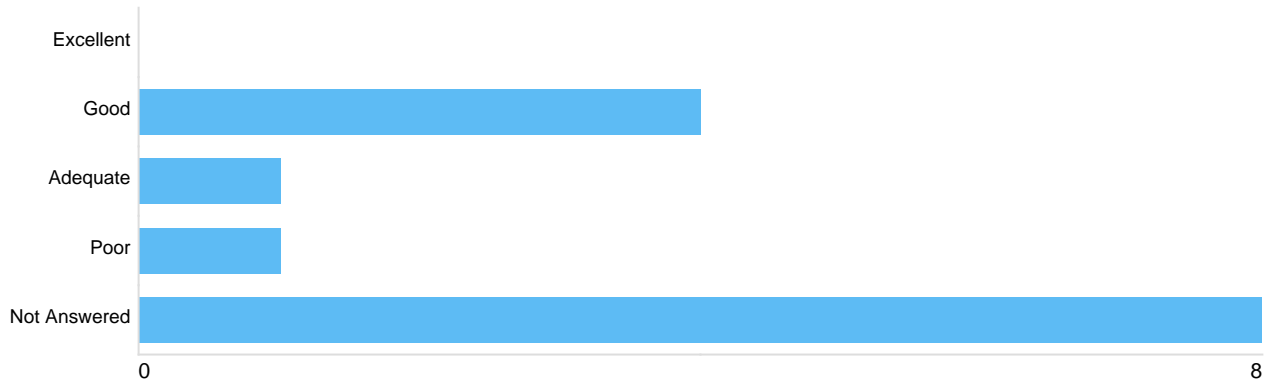
Option	Total	Percent
Excellent	0	0%
Good	2	14.29%
Adequate	3	21.43%
Poor	0	0%
Not Answered	9	64.29%

Matrix 1 - Upkeep of Roads and Pathways



Option	Total	Percent
Excellent	1	7.14%
Good	3	21.43%
Adequate	2	14.29%
Poor	0	0%
Not Answered	8	57.14%

Matrix 1 - Standard of Grounds Maintenance



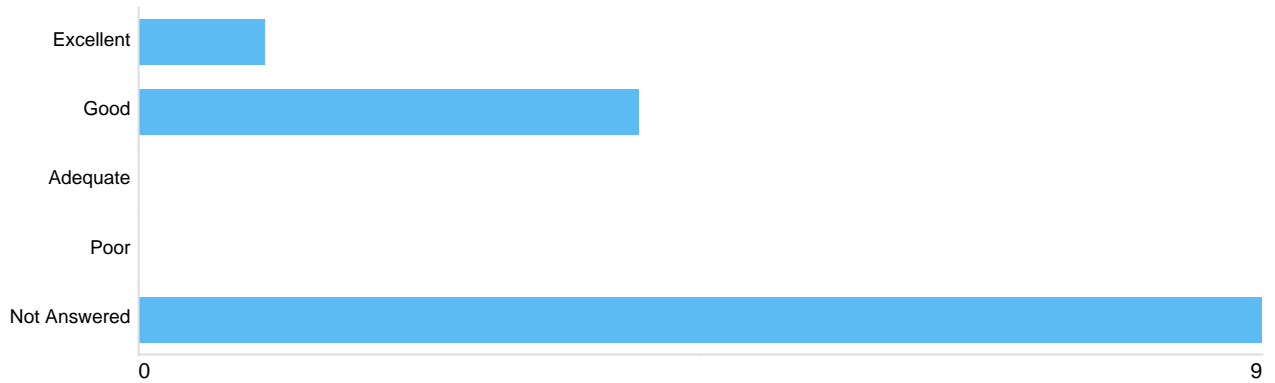
Option	Total	Percent
Excellent	0	0%
Good	4	28.57%
Adequate	1	7.14%
Poor	1	7.14%
Not Answered	8	57.14%

Matrix 1 - Parking Facilities



Option	Total	Percent
Excellent	1	7.14%
Good	2	14.29%
Adequate	2	14.29%
Poor	0	0%
Not Answered	9	64.29%

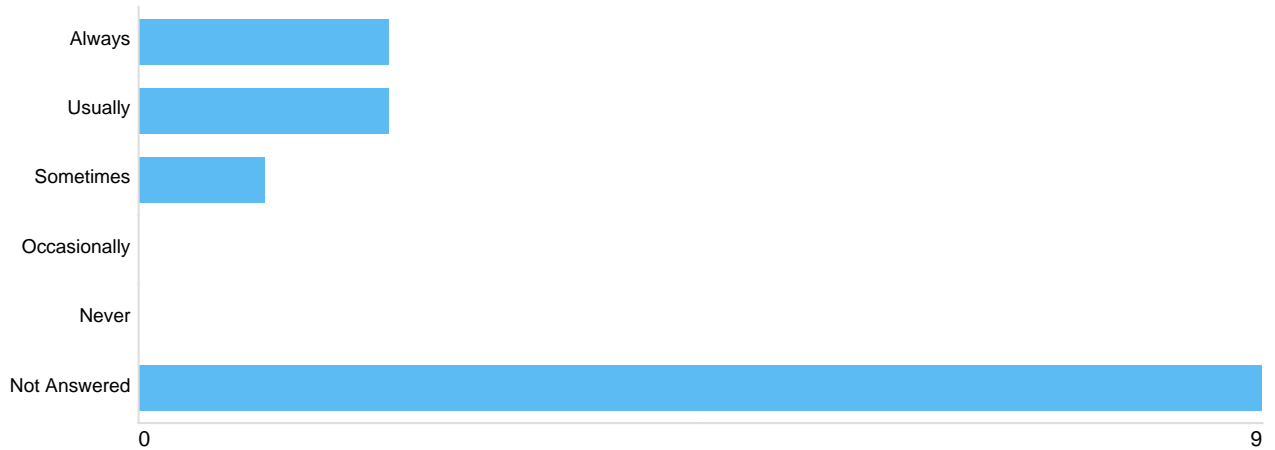
Matrix 1 - Access to the Cemetery Offices



Option	Total	Percent
Excellent	1	7.14%
Good	4	28.57%
Adequate	0	0%
Poor	0	0%
Not Answered	9	64.29%

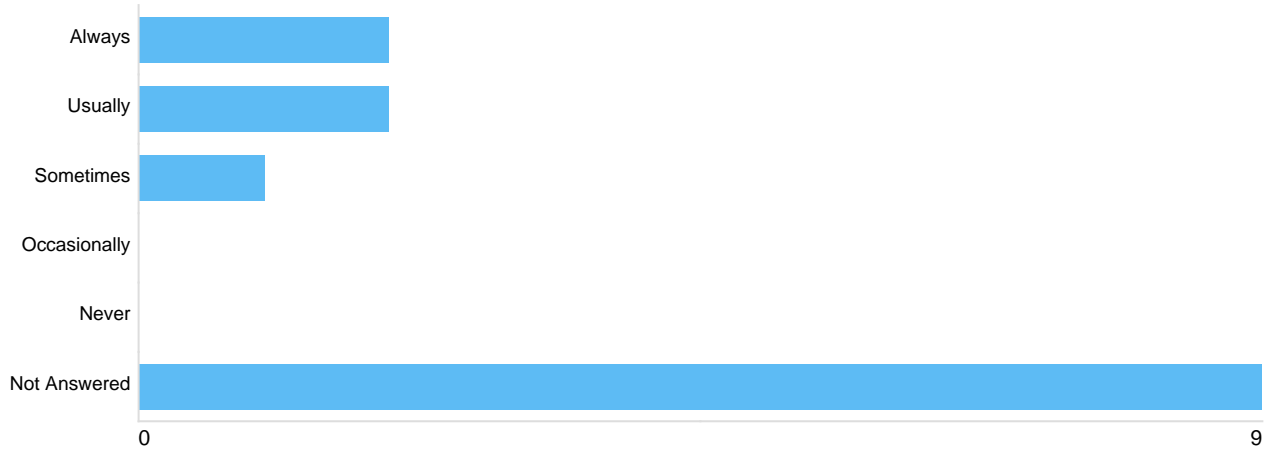
Question 19: What is your overall satisfaction with the employees at Witton Cemetery?

Matrix 1 - The Cemetery Employees are empathetic and respectful in everything they do



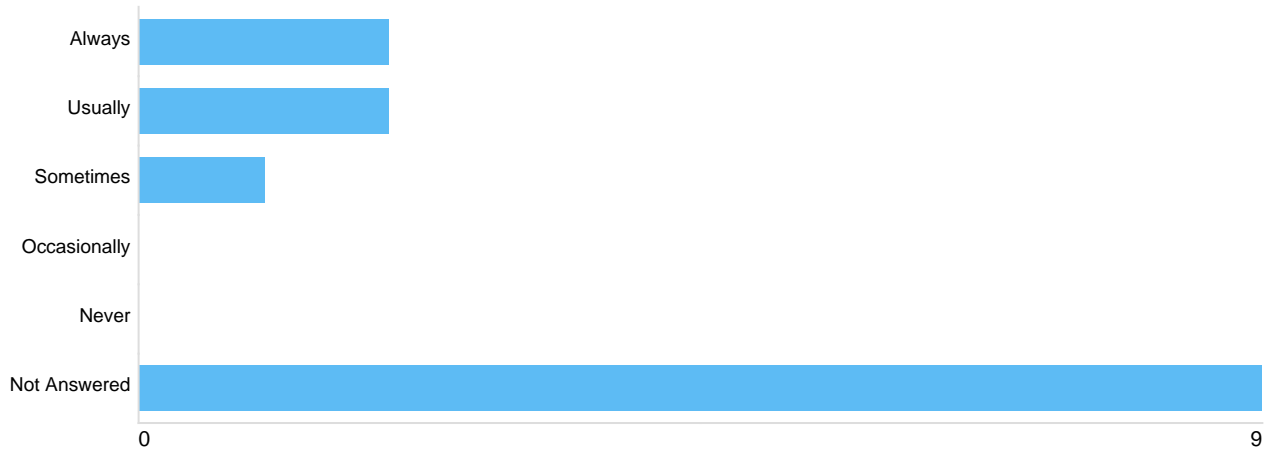
Option	Total	Percent
Always	2	14.29%
Usually	2	14.29%
Sometimes	1	7.14%
Occasionally	0	0%
Never	0	0%
Not Answered	9	64.29%

Matrix 1 - The Cemetery Employees are true to their word



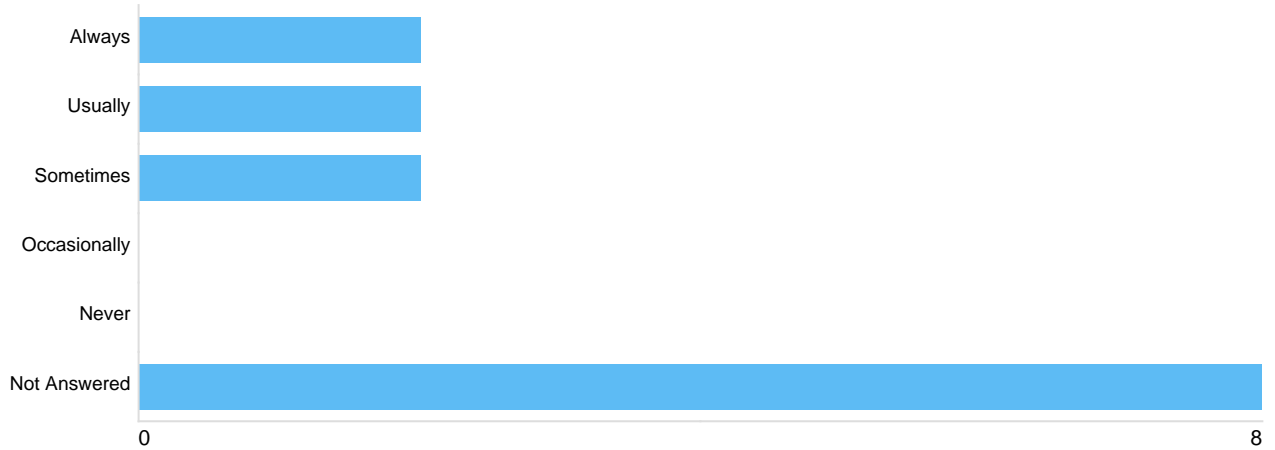
Option	Total	Percent
Always	2	14.29%
Usually	2	14.29%
Sometimes	1	7.14%
Occasionally	0	0%
Never	0	0%
Not Answered	9	64.29%

Matrix 1 - The Cemetery Employees get things right first time



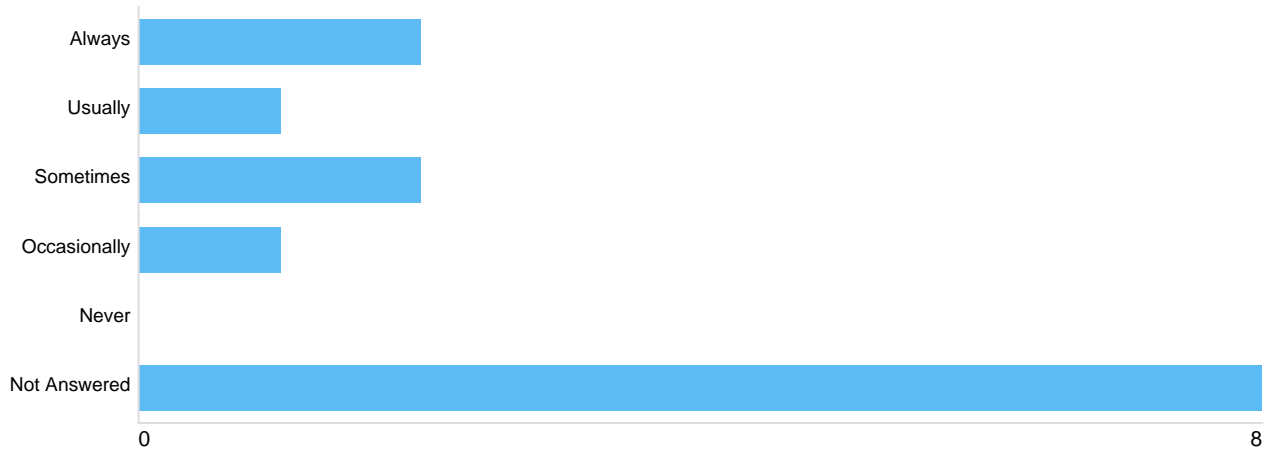
Option	Total	Percent
Always	2	14.29%
Usually	2	14.29%
Sometimes	1	7.14%
Occasionally	0	0%
Never	0	0%
Not Answered	9	64.29%

Matrix 1 - The Cemetery Employees appearance is appropriate



Option	Total	Percent
Always	2	14.29%
Usually	2	14.29%
Sometimes	2	14.29%
Occasionally	0	0%
Never	0	0%
Not Answered	8	57.14%

Matrix 1 - The Cemetery Office Employees are empathetic and respectful in everything they do



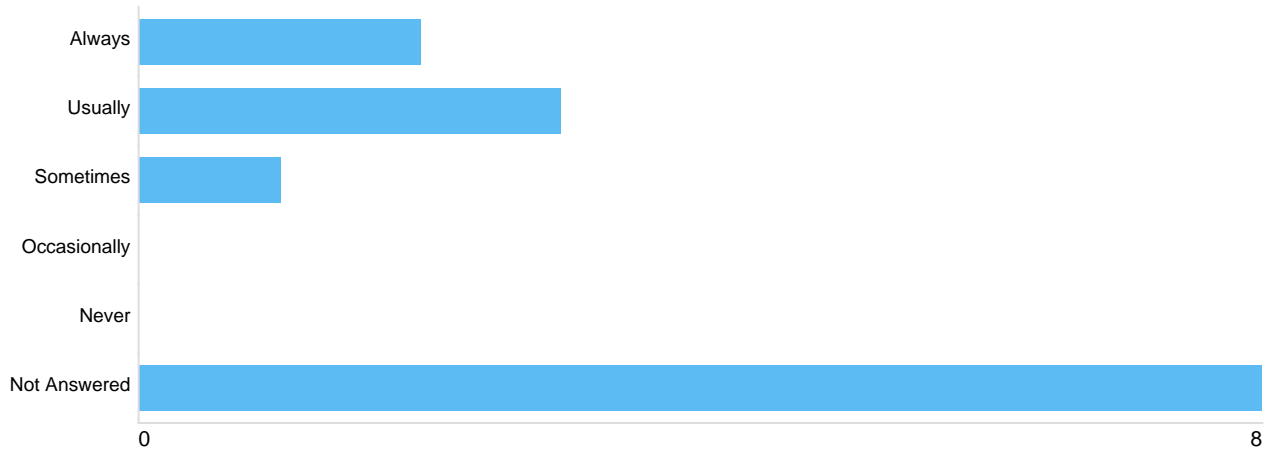
Option	Total	Percent
Always	2	14.29%
Usually	1	7.14%
Sometimes	2	14.29%
Occasionally	1	7.14%
Never	0	0%
Not Answered	8	57.14%

Matrix 1 - The Cemetery Office Employees are true to their word



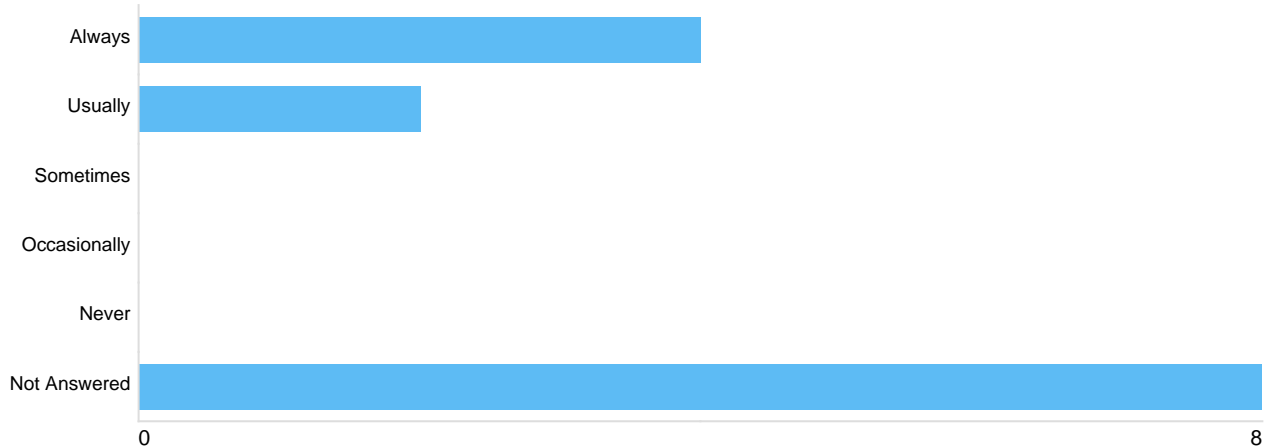
Option	Total	Percent
Always	3	21.43%
Usually	2	14.29%
Sometimes	0	0%
Occasionally	0	0%
Never	0	0%
Not Answered	9	64.29%

Matrix 1 - The Cemetery Office Employees get things right first time



Option	Total	Percent
Always	2	14.29%
Usually	3	21.43%
Sometimes	1	7.14%
Occasionally	0	0%
Never	0	0%
Not Answered	8	57.14%

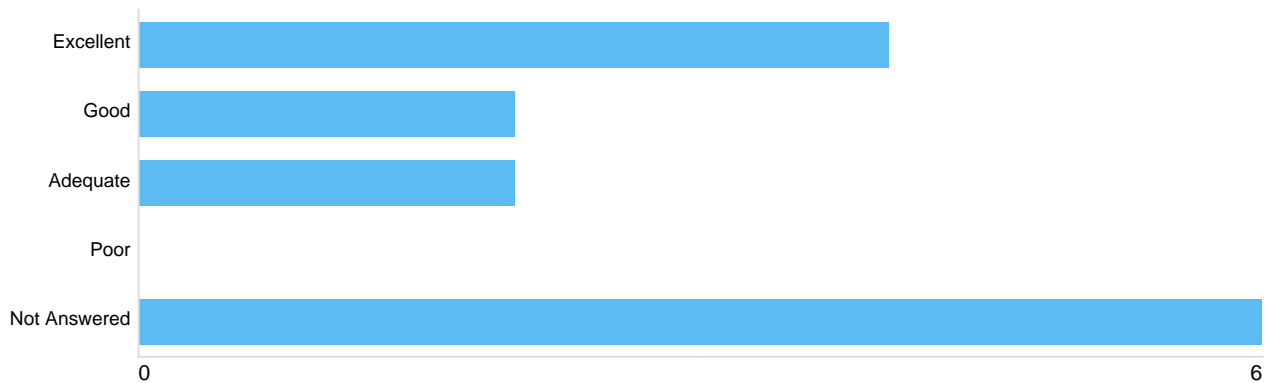
Matrix 1 - The Cemetery Office Employees appearance is appropriate



Option	Total	Percent
Always	4	28.57%
Usually	2	14.29%
Sometimes	0	0%
Occasionally	0	0%
Never	0	0%
Not Answered	8	57.14%

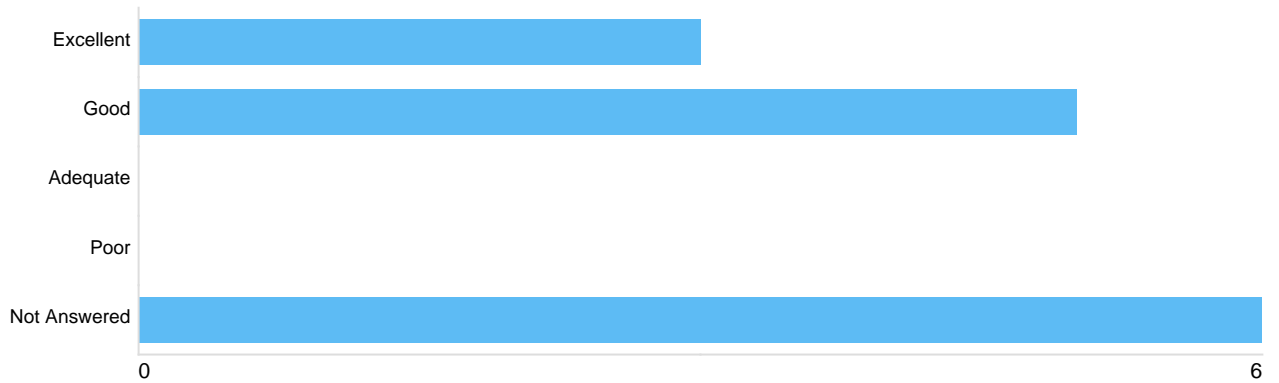
Question 20: What is your overall satisfaction with the service at Yardley Cemetery?

Matrix 1 - Your overall satisfaction with the Service



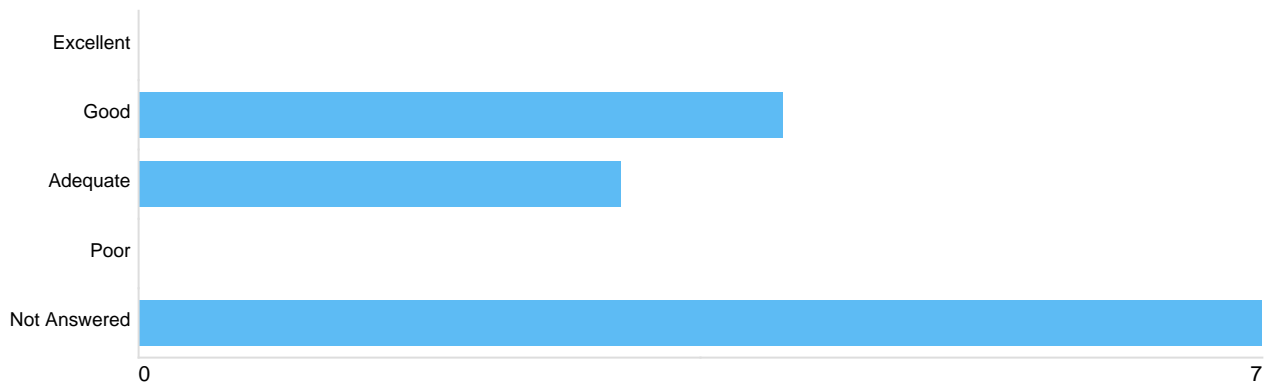
Option	Total	Percent
Excellent	4	28.57%
Good	2	14.29%
Adequate	2	14.29%
Poor	0	0%
Not Answered	6	42.86%

Matrix 1 - The Opening and Closing Times



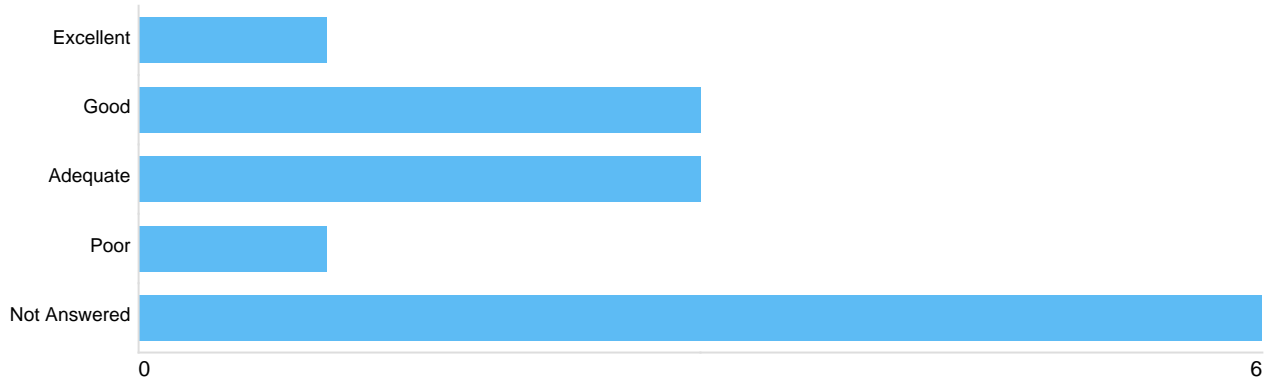
Option	Total	Percent
Excellent	3	21.43%
Good	5	35.71%
Adequate	0	0%
Poor	0	0%
Not Answered	6	42.86%

Matrix 1 - Cemetery Charges as Value for Money



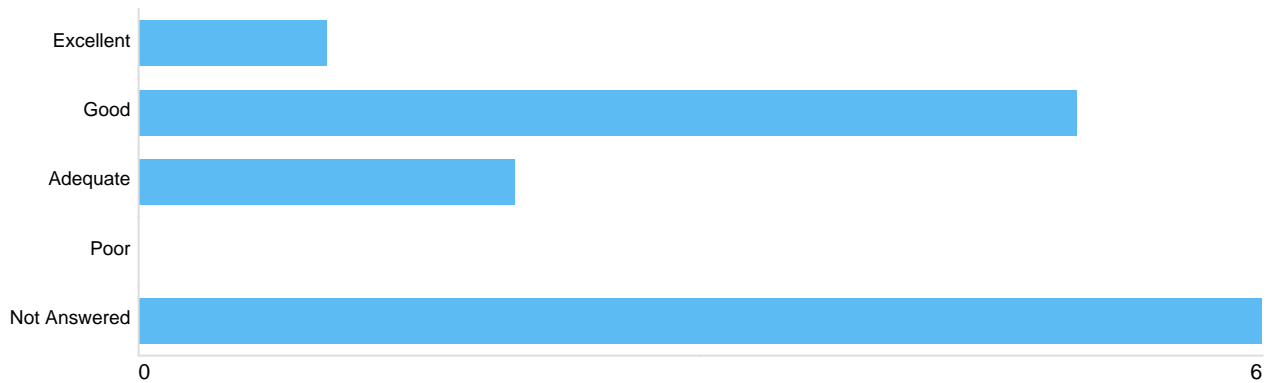
Option	Total	Percent
Excellent	0	0%
Good	4	28.57%
Adequate	3	21.43%
Poor	0	0%
Not Answered	7	50.00%

Matrix 1 - Upkeep of Roads and Pathways



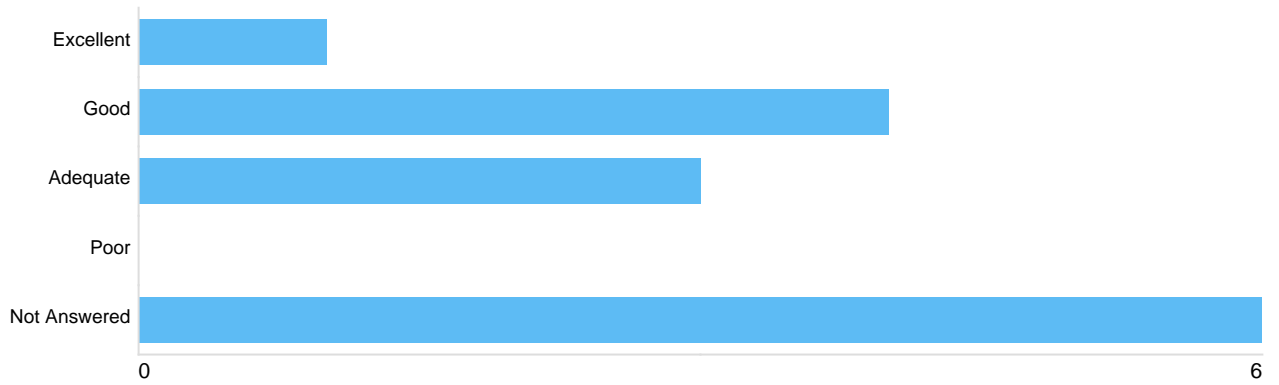
Option	Total	Percent
Excellent	1	7.14%
Good	3	21.43%
Adequate	3	21.43%
Poor	1	7.14%
Not Answered	6	42.86%

Matrix 1 - Standard of Grouds Maintenance



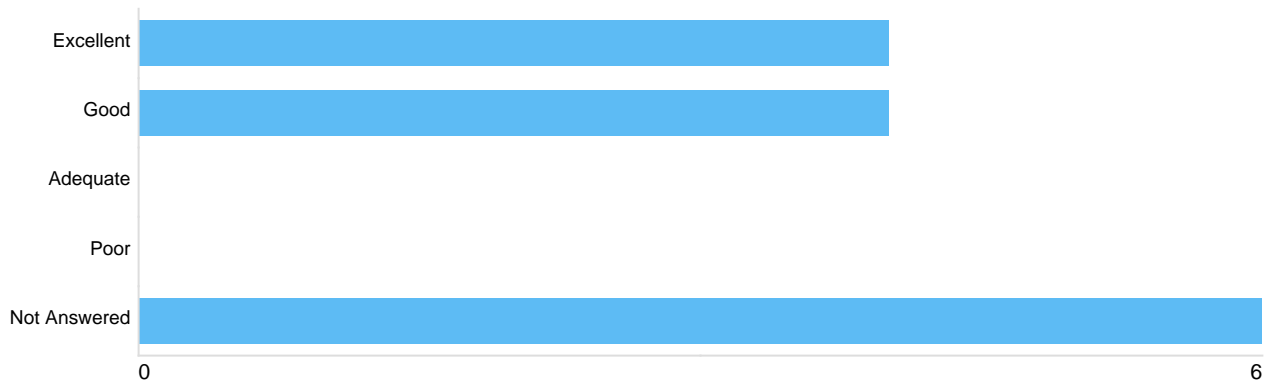
Option	Total	Percent
Excellent	1	7.14%
Good	5	35.71%
Adequate	2	14.29%
Poor	0	0%
Not Answered	6	42.86%

Matrix 1 - Parking Facilities



Option	Total	Percent
Excellent	1	7.14%
Good	4	28.57%
Adequate	3	21.43%
Poor	0	0%
Not Answered	6	42.86%

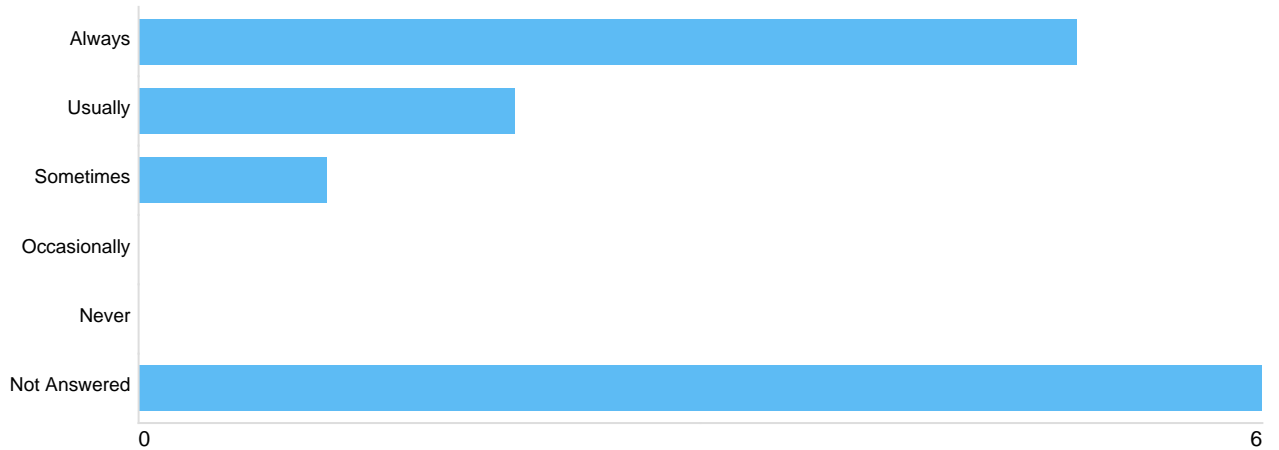
Matrix 1 - Access to the Cemetery Offices



Option	Total	Percent
Excellent	4	28.57%
Good	4	28.57%
Adequate	0	0%
Poor	0	0%
Not Answered	6	42.86%

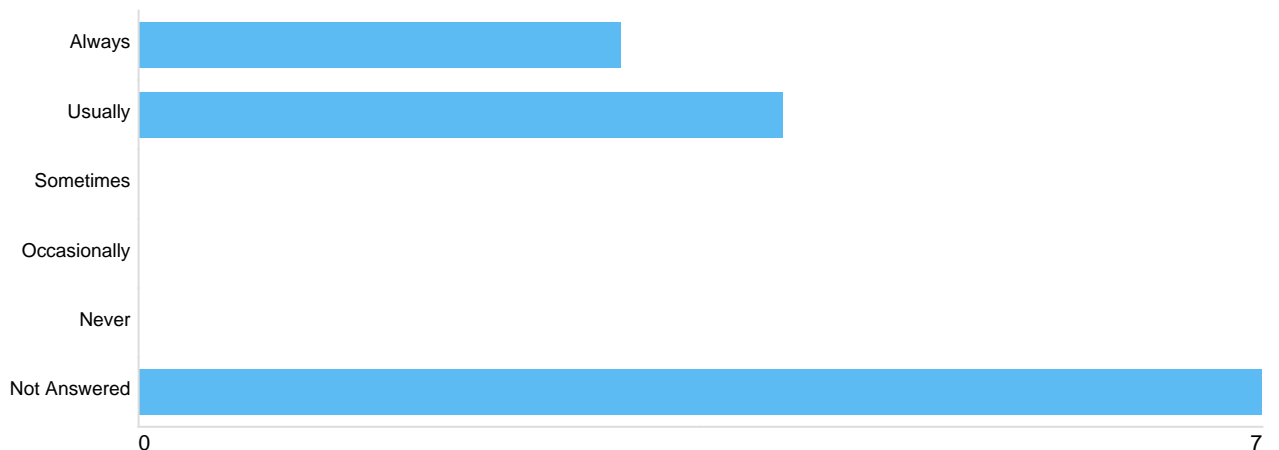
Question 21: What is your overall satisfaction with the employees at Yardley Cemetery?

Matrix 1 - The cemetery employees are empathetic and respectful in everything they do.



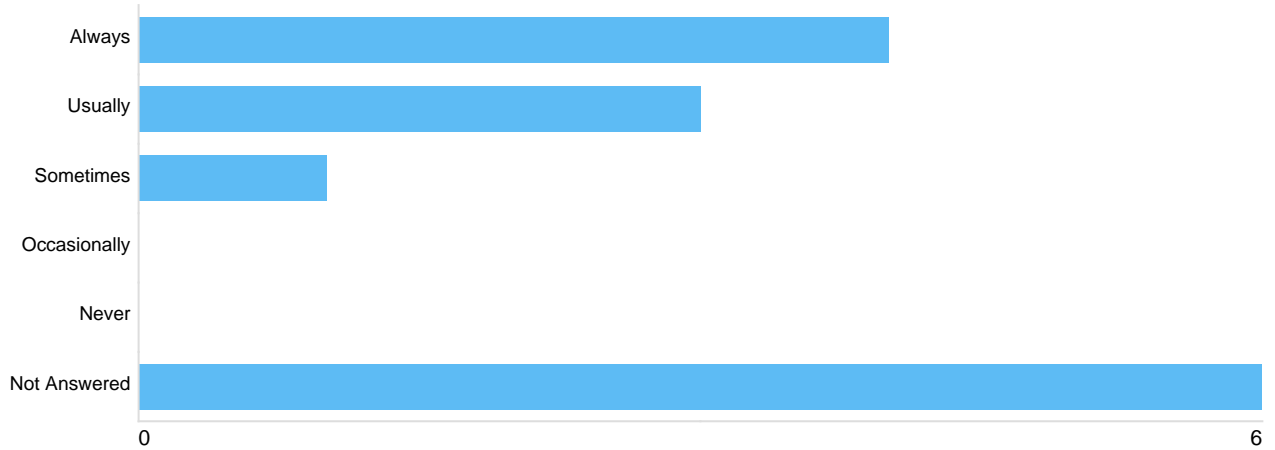
Option	Total	Percent
Always	5	35.71%
Usually	2	14.29%
Sometimes	1	7.14%
Occasionally	0	0%
Never	0	0%
Not Answered	6	42.86%

Matrix 1 - The cemetery employees are true to their word.



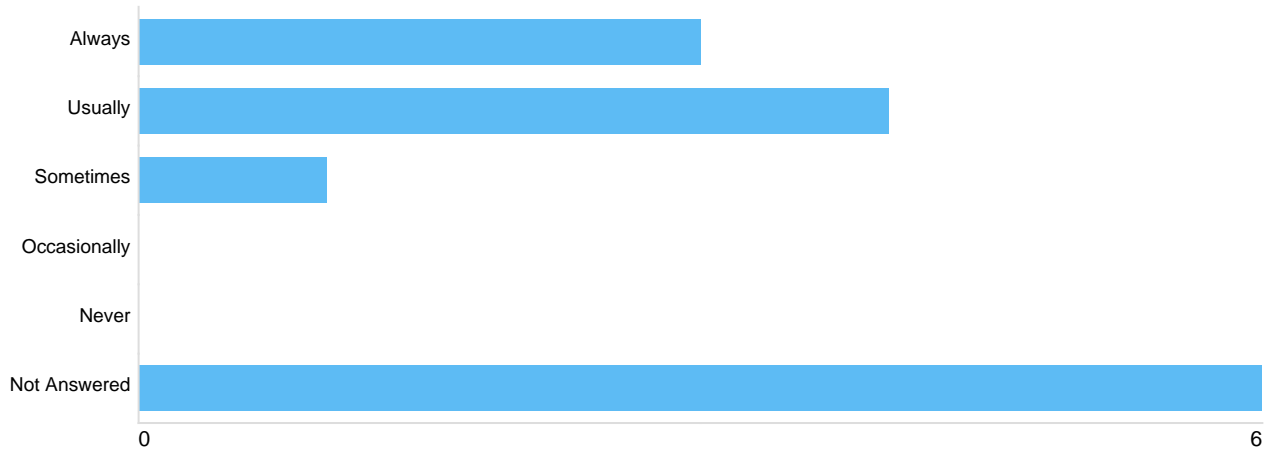
Option	Total	Percent
Always	3	21.43%
Usually	4	28.57%
Sometimes	0	0%
Occasionally	0	0%
Never	0	0%
Not Answered	7	50.00%

Matrix 1 - The cemetery employees get things right first time.



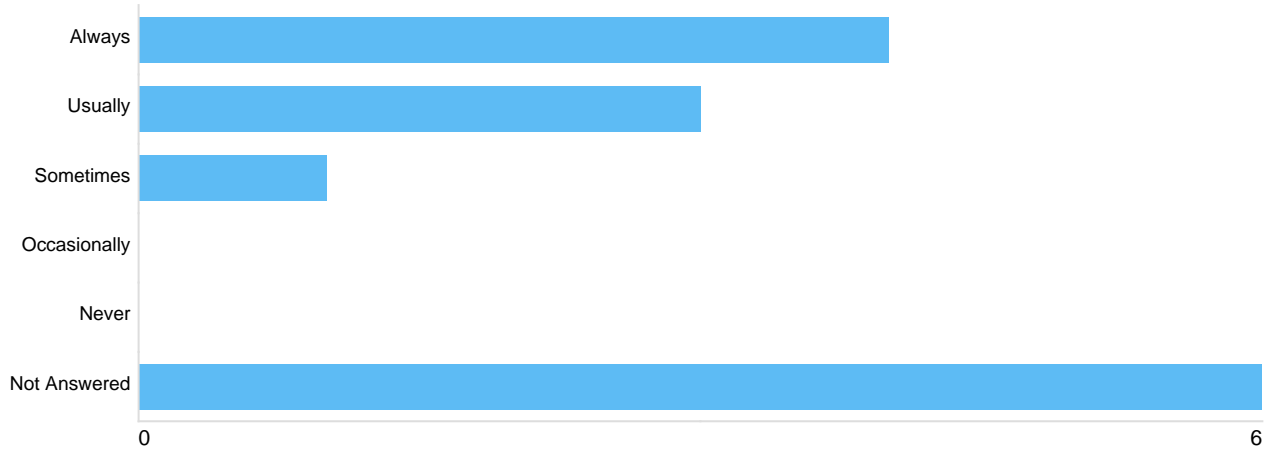
Option	Total	Percent
Always	4	28.57%
Usually	3	21.43%
Sometimes	1	7.14%
Occasionally	0	0%
Never	0	0%
Not Answered	6	42.86%

Matrix 1 - The Cemetery employees appearance is appropriate



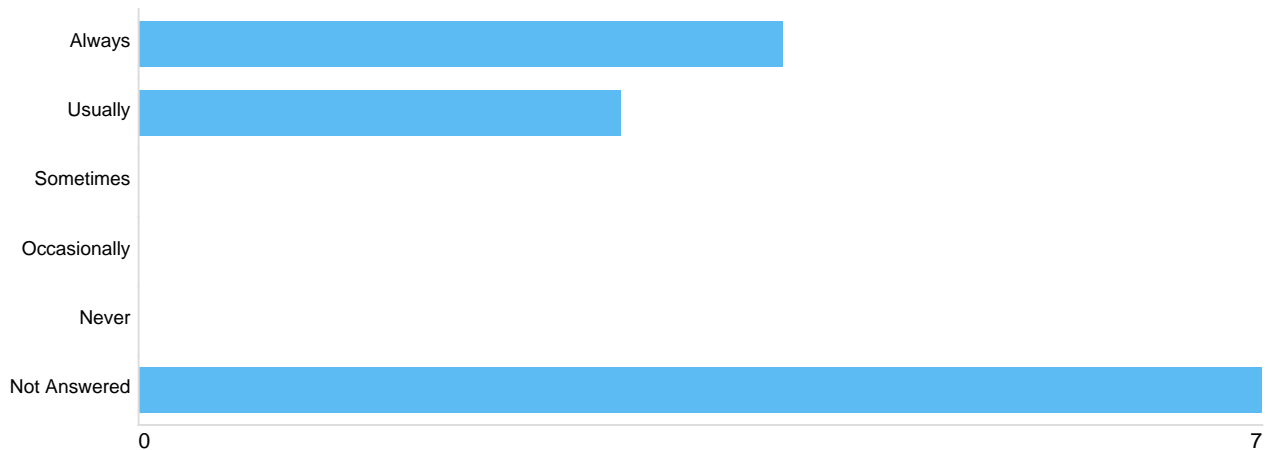
Option	Total	Percent
Always	3	21.43%
Usually	4	28.57%
Sometimes	1	7.14%
Occasionally	0	0%
Never	0	0%
Not Answered	6	42.86%

Matrix 1 - The cemetery office employees are empathetic and respectful in everything they do



Option	Total	Percent
Always	4	28.57%
Usually	3	21.43%
Sometimes	1	7.14%
Occasionally	0	0%
Never	0	0%
Not Answered	6	42.86%

Matrix 1 - The cemetery office employees are true to their word



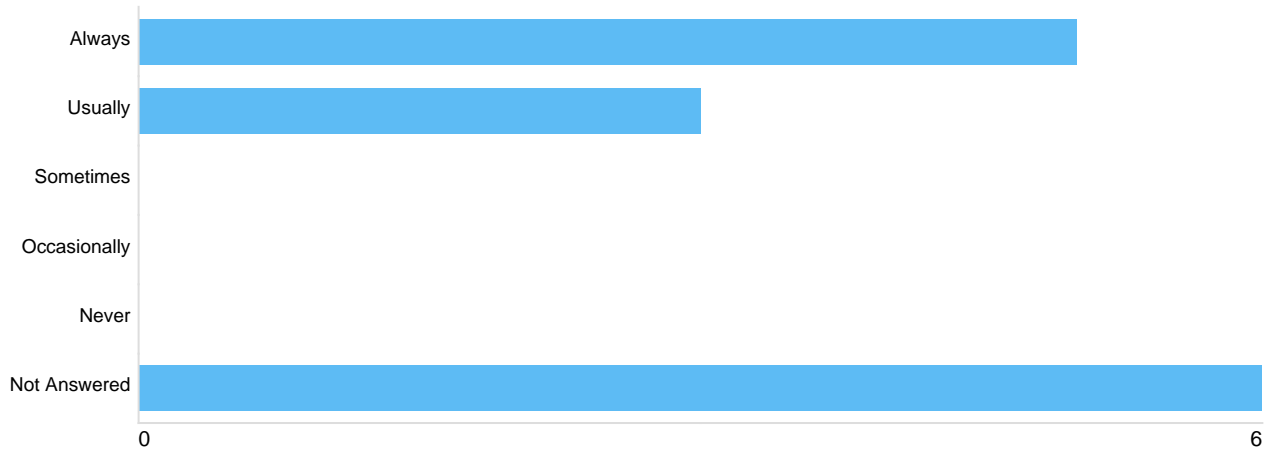
Option	Total	Percent
Always	4	28.57%
Usually	3	21.43%
Sometimes	0	0%
Occasionally	0	0%
Never	0	0%
Not Answered	7	50.00%

Matrix 1 - The cemetery office employees get things right first time



Option	Total	Percent
Always	3	21.43%
Usually	4	28.57%
Sometimes	1	7.14%
Occasionally	0	0%
Never	0	0%
Not Answered	6	42.86%

Matrix 1 - The cemetery office employees appearance is appropriate.



Option	Total	Percent
Always	5	35.71%
Usually	3	21.43%
Sometimes	0	0%
Occasionally	0	0%
Never	0	0%
Not Answered	6	42.86%

Question 22: Are there any cemetery employees or cemetery office employees that deserve a particular mention?

Employees deserve special mention

There were **4** responses to this part of the question.

Question 23: Do you have any suggestions for improvement? If yes, please indicate for which site

Suggestions for improvement

There were **2** responses to this part of the question.

Question 24: Do you have any comments in relation to charges?

Comments in relation to charges

There were **5** responses to this part of the question.

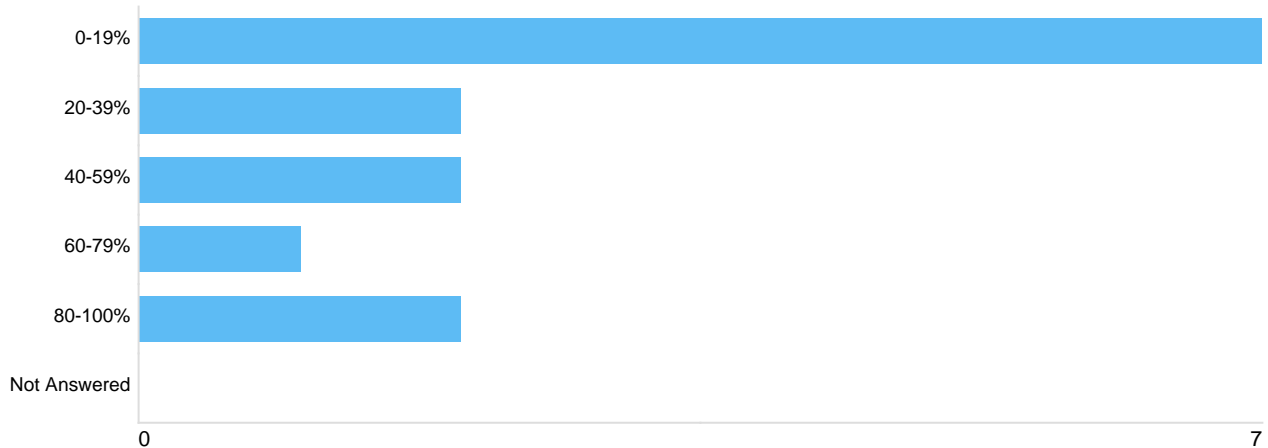
Question 25: What are the factors that influence your client's choice to use one of the City Council's cemeteries?

Factors influence clients choice

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

Question 26: In a year what percentage of your service users would choose a Birmingham City Council cemetery?

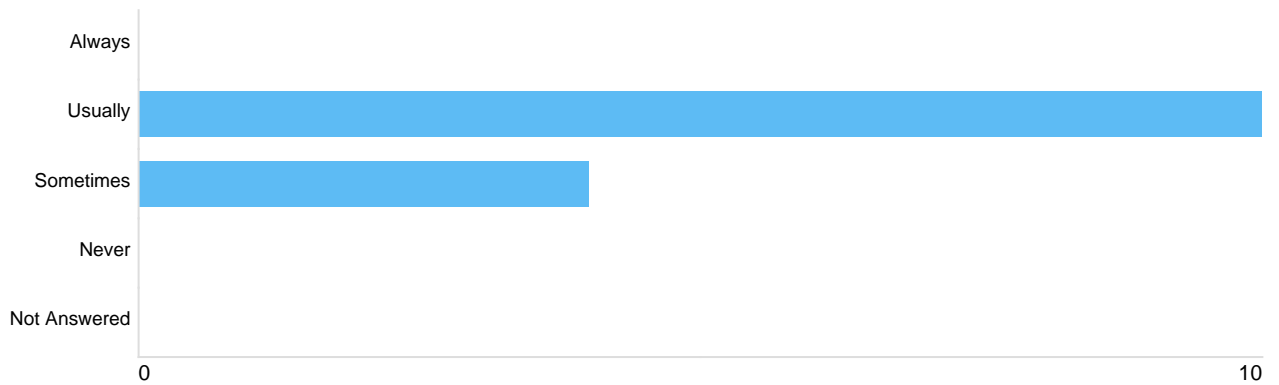
% choose BCC Cemetery



Option	Total	Percent
0-19%	7	50.00%
20-39%	2	14.29%
40-59%	2	14.29%
60-79%	1	7.14%
80-100%	2	14.29%
Not Answered	0	0%

Question 27: Are you generally able to book the time/date you want?

Book time and date want



Option	Total	Percent
Always	0	0%
Usually	10	71.43%
Sometimes	4	28.57%
Never	0	0%
Not Answered	0	0%

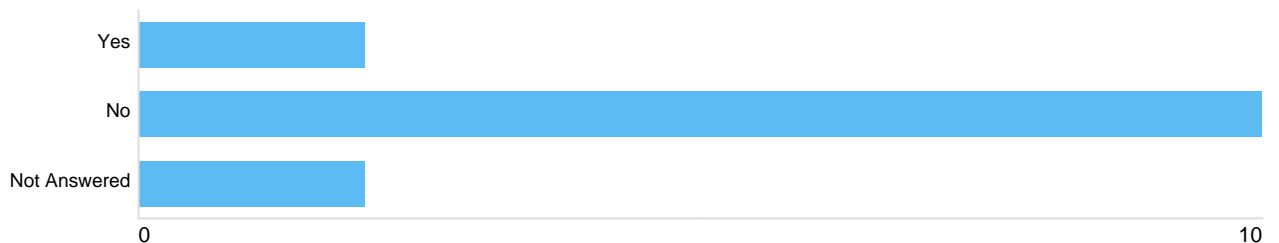
Question 28: Any comments in relation to booking the date/time you want?

Comments re booking date/time

There were 1 responses to this part of the question.

Question 29: Birmingham City Council offers Woodland Burial. Do you receive enquiries for Woodland Burial within the City?

Enquiries for woodland burials



Option	Total	Percent
Yes	2	14.29%
No	10	71.43%
Not Answered	2	14.29%

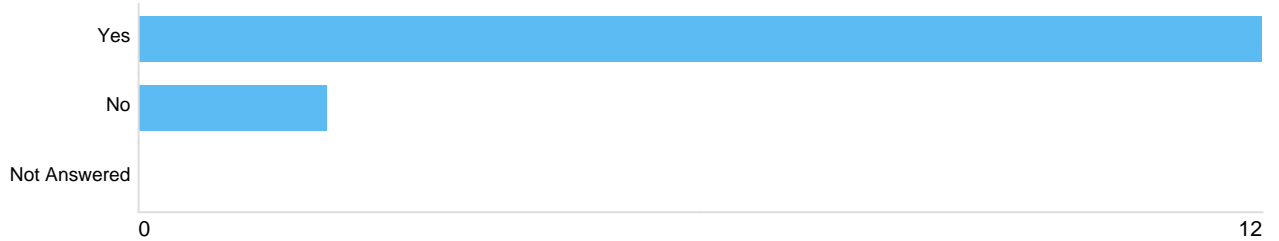
Question 30: If so, could you estimate the number of woodland burial enquiries over the last twelve months for this type of burial

Number of woodland burial enquiries

There were 2 responses to this part of the question.

Question 31: 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?

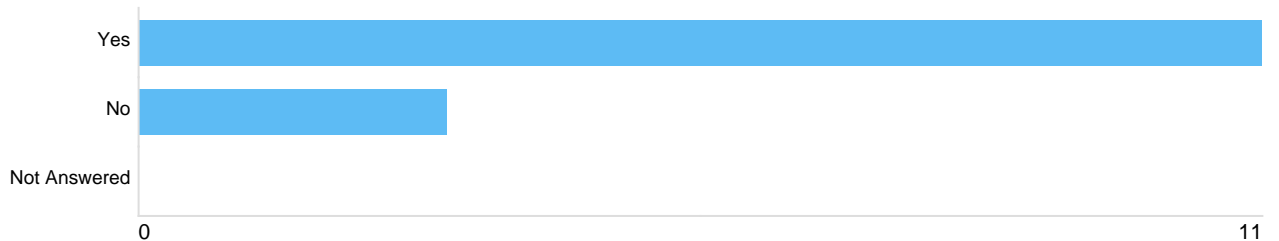
Q22



Option	Total	Percent
Yes	12	85.71%
No	2	14.29%
Not Answered	0	0%

Question 32: Do you regularly use email as a method of personal communication within your business?

Use email for business



Option	Total	Percent
Yes	11	78.57%
No	3	21.43%
Not Answered	0	0%

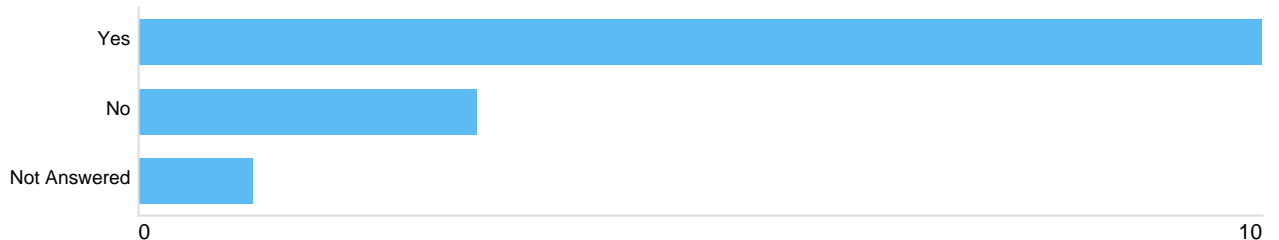
Question 33: If you would like us to communicate with you using your email address rather than your postal address please supply your email address

Rather us use email address

There were 7 responses to this part of the question.

Question 34: Do you find it easy to contact service managers within Bereavement Services?

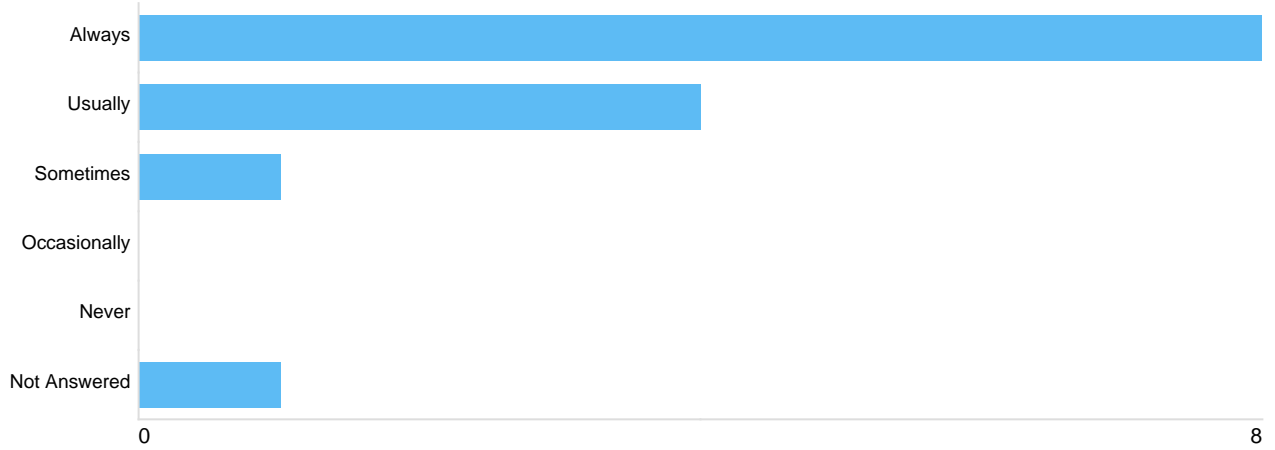
Easy to contact managers



Option	Total	Percent
Yes	10	71.43%
No	3	21.43%
Not Answered	1	7.14%

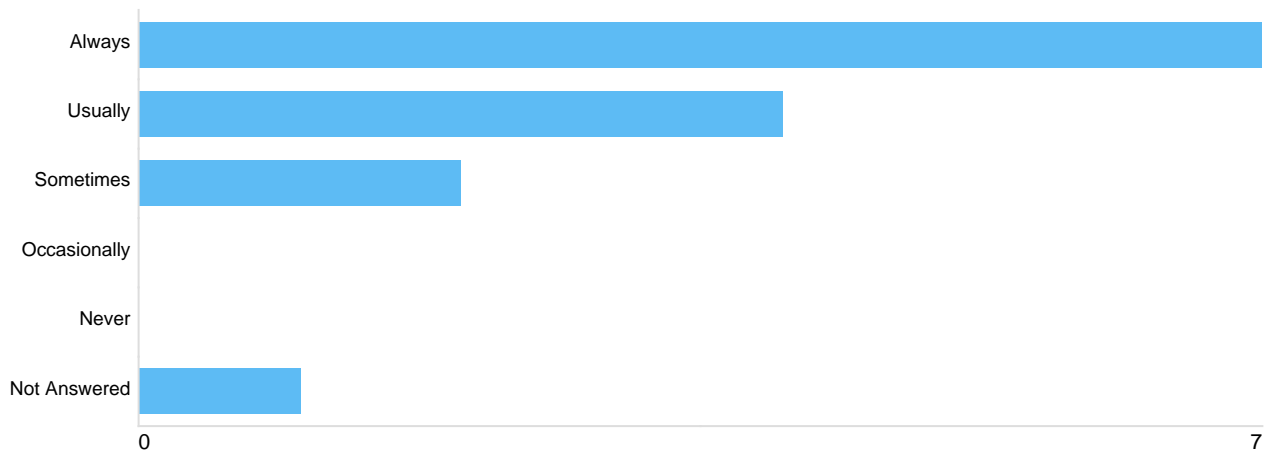
Question 35: What is your overall satisfaction with service managers within Bereavement Services?

Matrix 1 - Bereavement Services managers are empathetic and respectful in everything they do



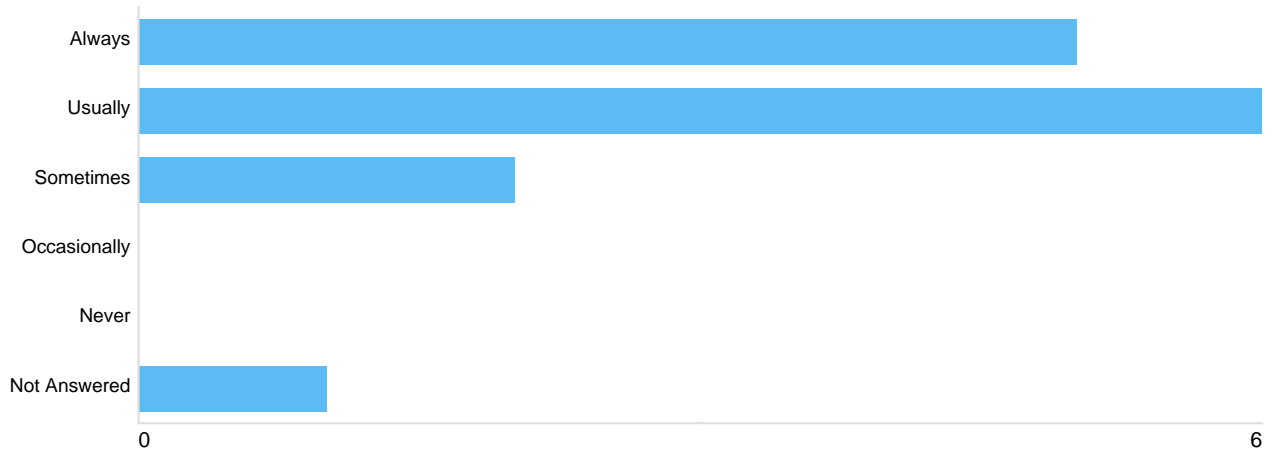
Option	Total	Percent
Always	8	57.14%
Usually	4	28.57%
Sometimes	1	7.14%
Occasionally	0	0%
Never	0	0%
Not Answered	1	7.14%

Matrix 1 - Bereavement Services managers are true to their word



Option	Total	Percent
Always	7	50.00%
Usually	4	28.57%
Sometimes	2	14.29%
Occasionally	0	0%
Never	0	0%
Not Answered	1	7.14%

Matrix 1 - Bereavement Services managers get things right first time

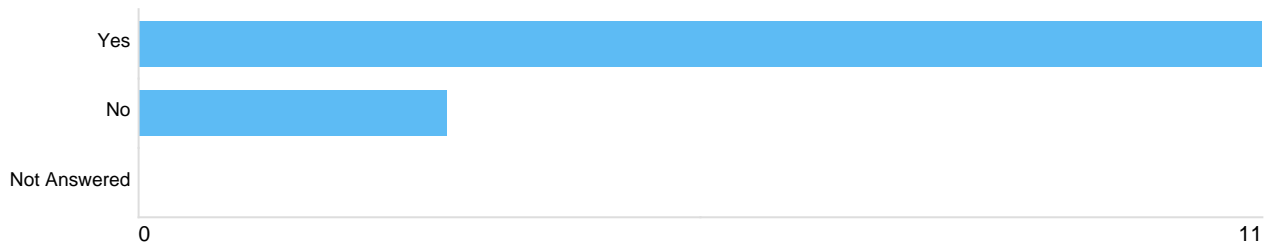


Option	Total	Percent
Always	5	35.71%
Usually	6	42.86%
Sometimes	2	14.29%
Occasionally	0	0%
Never	0	0%
Not Answered	1	7.14%

Question 36: Do you have any comments you would like to make in relation to the management team within Bereavement Services?

Question 37: Do you feel that this questionnaire is an effective method of consultation with Funeral Directors?

Questionnaire effective method of communication



Option	Total	Percent
Yes	11	78.57%
No	3	21.43%
Not Answered	0	0%

Question 38: If no, what is your preferred method of consultation?

Preferred method of consultation

There were 2 responses to this part of the question.

Question 39: Are there any other services or facilities that you would like us to consider providing?

Other services you would like us to provide

There were 3 responses to this part of the question.

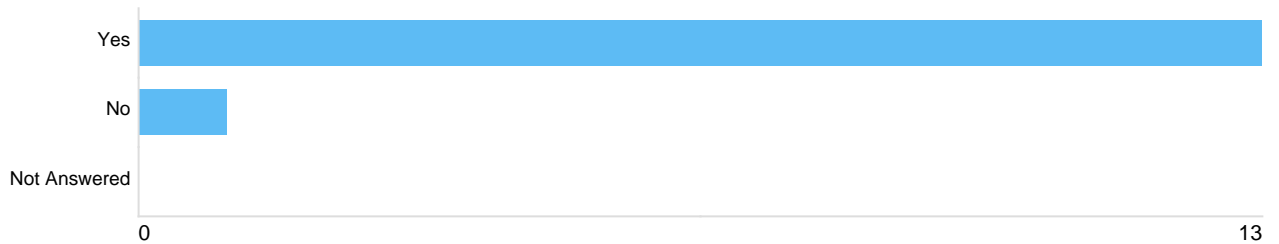
Question 40: Are there any instances where a family choose to use a non Birmingham City Council cemetery because we do not provide the required facilities/services to meet their requirements? If yes, please give some examples

Family not use as do not provide facilities

There were 4 responses to this part of the question.

Question 41: Do our services generally satisfy the cultural/religious requirements of your client?

Satisfy the cultural/religious requirements of client



Option	Total	Percent
Yes	13	92.86%
No	1	7.14%
Not Answered	0	0%

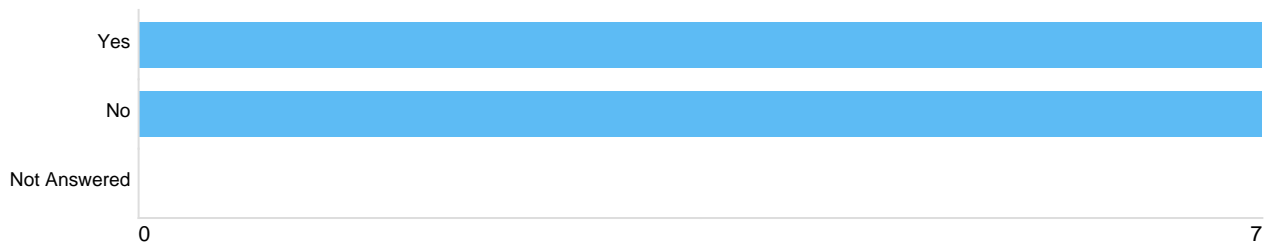
Question 42: If no, please comment

If no to satisfy cultural/religious requirements

There were 1 responses to this part of the question.

Question 43: Do you receive many enquiries from non-residents of Birmingham for burial within Birmingham cemeteries?

Many enquiries from non-residents



Option	Total	Percent
Yes	7	50.00%
No	7	50.00%
Not Answered	0	0%

Question 44: If yes, can you estimate how many of these choose to go elsewhere, per annum due to the non-resident fee:

Estimate how many of these choose to go elsewhere

There were 4 responses to this part of the question.



Question 45: 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

Any comments or suggestions

There were **2** responses to this part of the question.