

Bereavement Services Consultation with Funeral Directors 2015 - Crematoria: 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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How often use 9am service	45
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Any comments or suggestions	46

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.

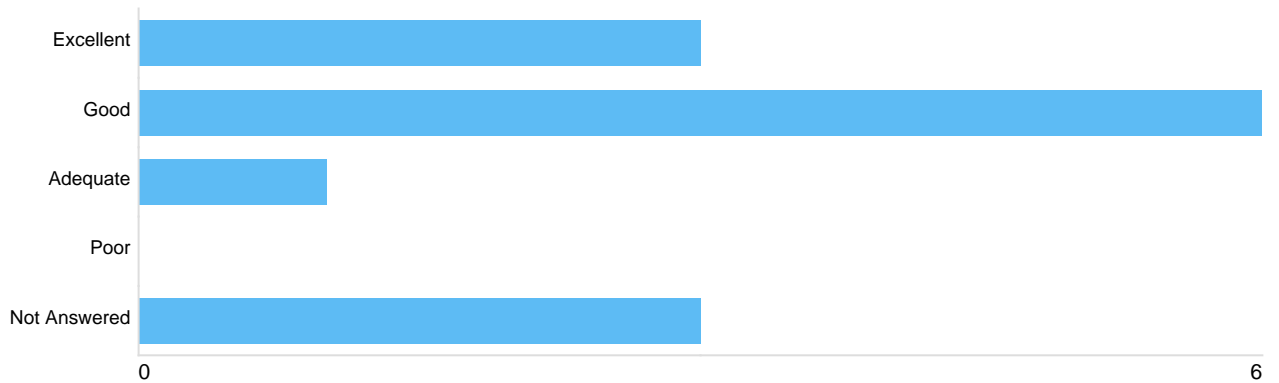
Question 3: Please state which Funeral Director Company you are from

Organisation

There were **13** responses to this part of the question.

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

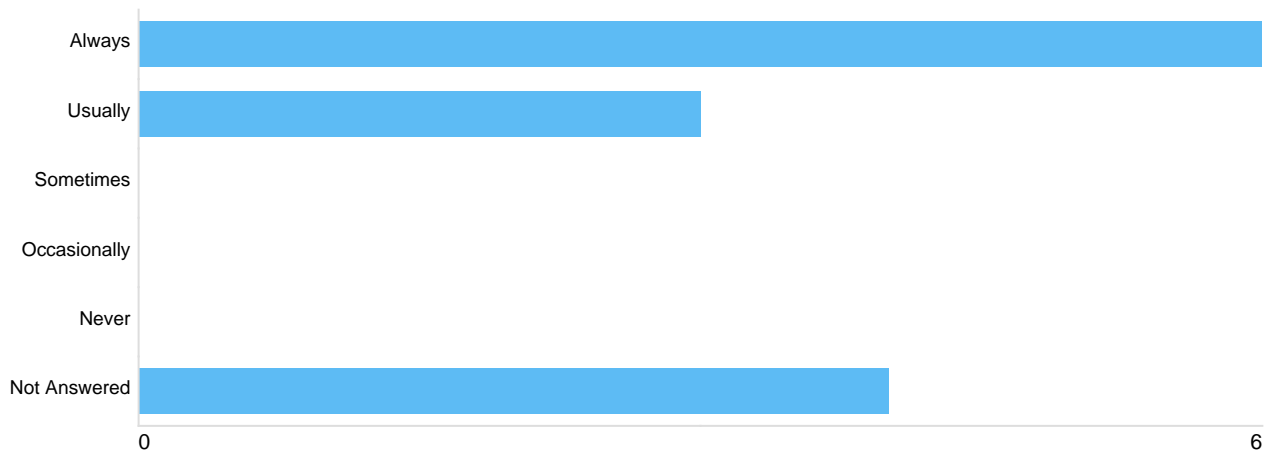
What is your overall satisfaction with the service at Lodge Hill Crematorium?



Option	Total	Percent
Excellent	3	23.08%
Good	6	46.15%
Adequate	1	7.69%
Poor	0	0%
Not Answered	3	23.08%

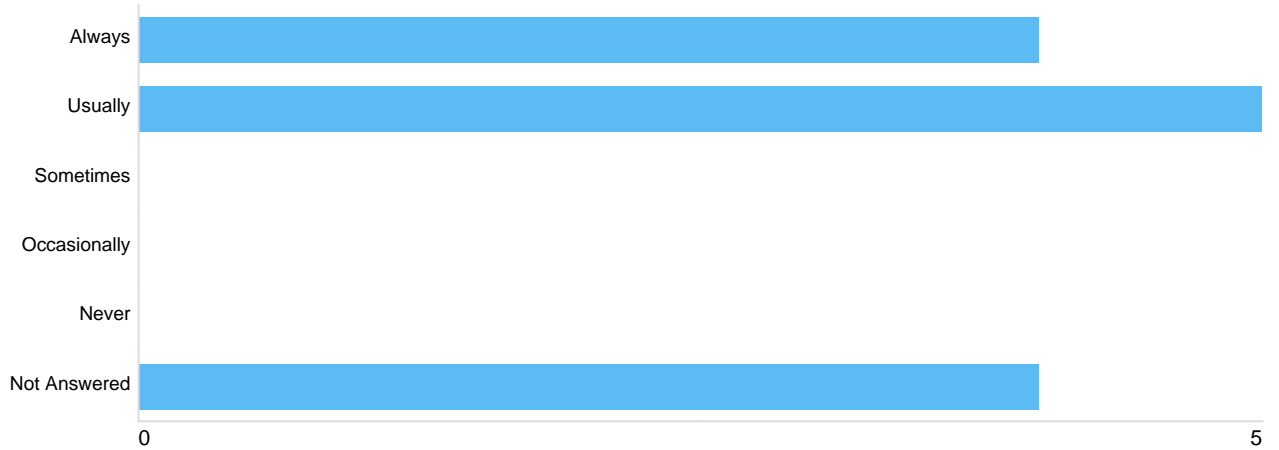
Question 5: What is your overall satisfaction with the employees at Lodge Hill Crematorium

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



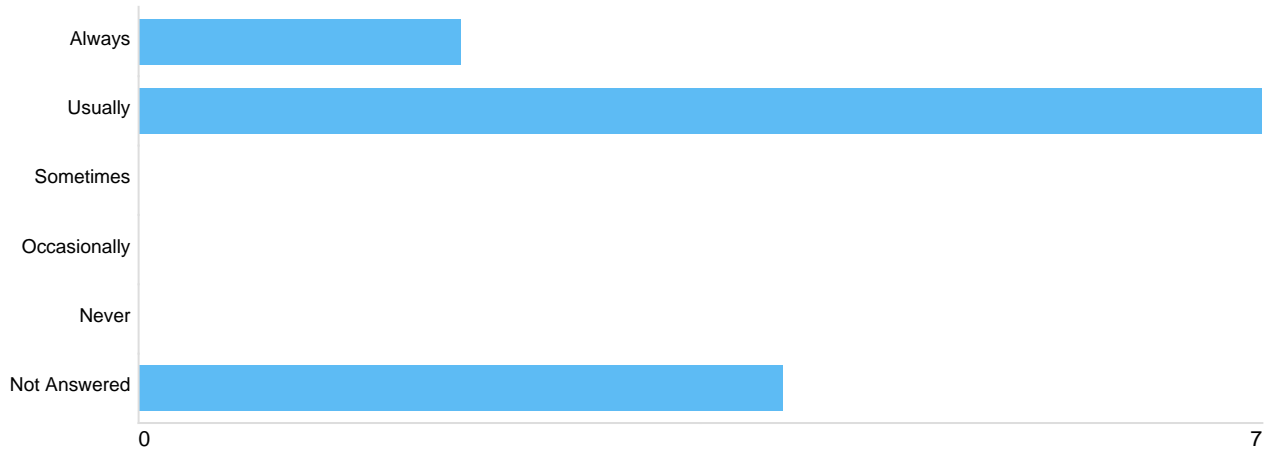
Option	Total	Percent
Always	6	46.15%
Usually	3	23.08%
Sometimes	0	0%
Occasionally	0	0%
Never	0	0%
Not Answered	4	30.77%

Matrix 1 - The Crematoria Employees are true to their word



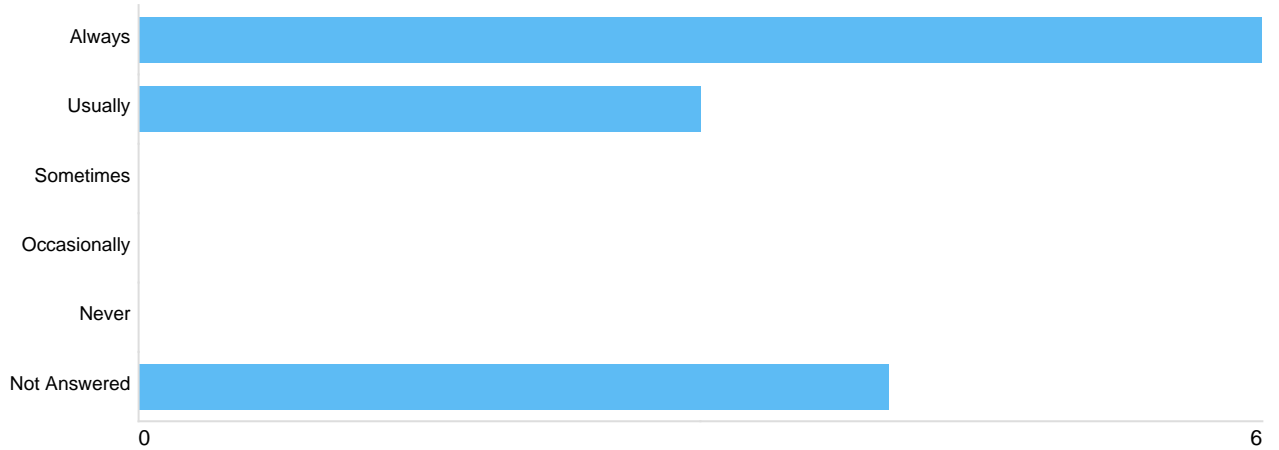
Option	Total	Percent
Always	4	30.77%
Usually	5	38.46%
Sometimes	0	0%
Occasionally	0	0%
Never	0	0%
Not Answered	4	30.77%

Matrix 1 - The Crematoria Employees get things right first time



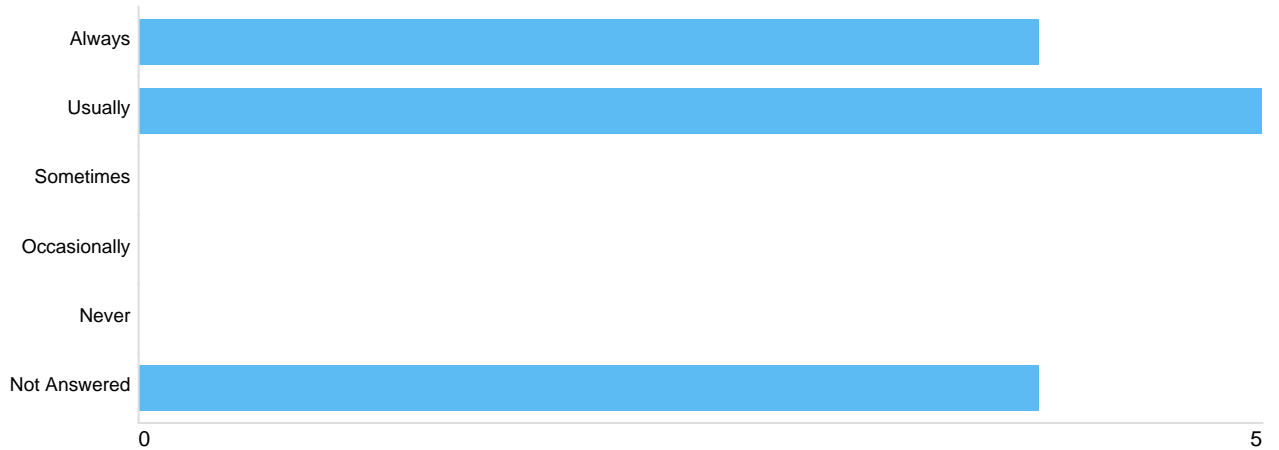
Option	Total	Percent
Always	2	15.38%
Usually	7	53.85%
Sometimes	0	0%
Occasionally	0	0%
Never	0	0%
Not Answered	4	30.77%

Matrix 2 - The Crematoria Employees appearance is appropriate



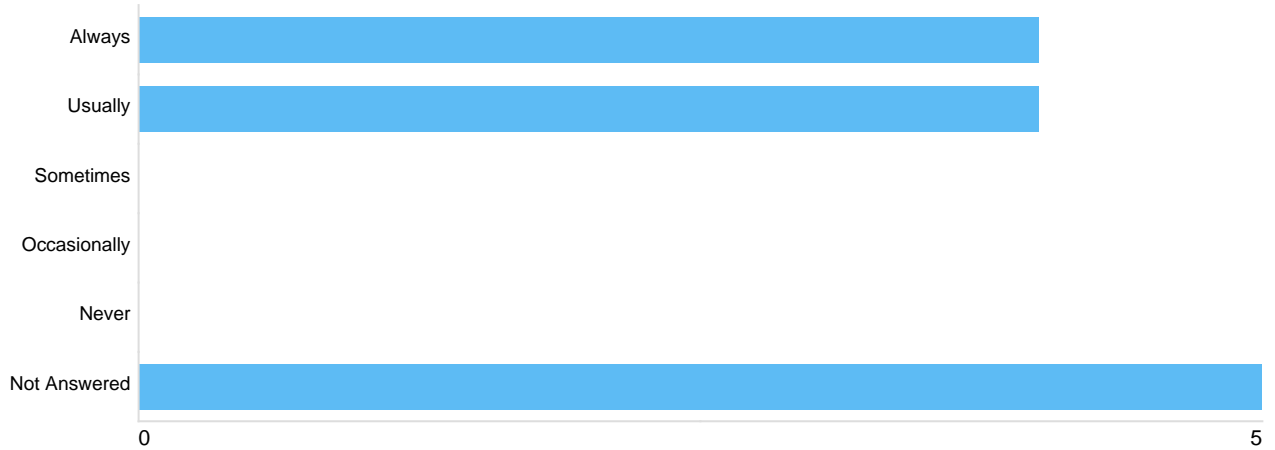
Option	Total	Percent
Always	6	46.15%
Usually	3	23.08%
Sometimes	0	0%
Occasionally	0	0%
Never	0	0%
Not Answered	4	30.77%

Matrix 2 - The Crematoria Office Employees are empathetic and respectful in everything they do



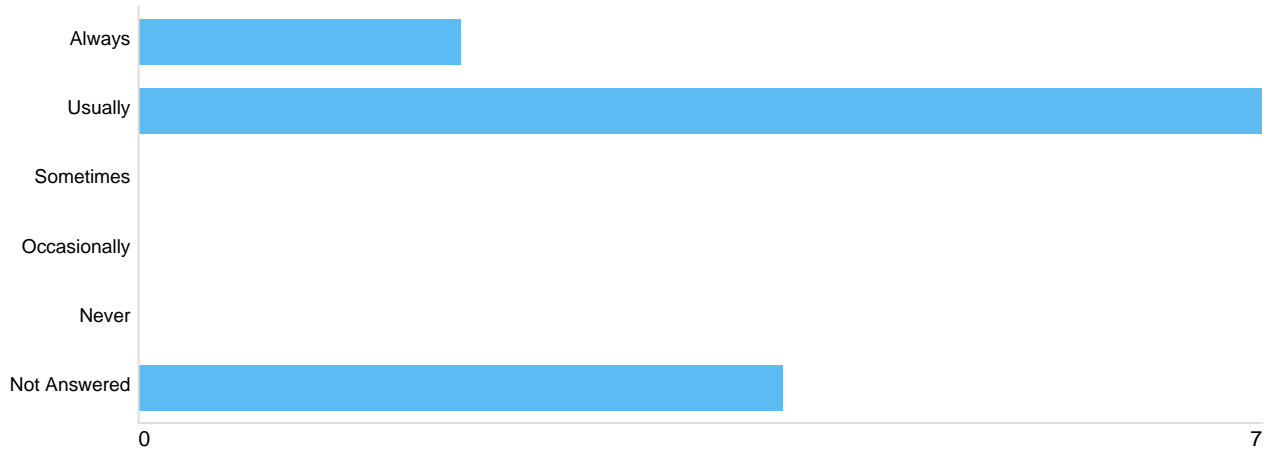
Option	Total	Percent
Always	4	30.77%
Usually	5	38.46%
Sometimes	0	0%
Occasionally	0	0%
Never	0	0%
Not Answered	4	30.77%

Matrix 2 - The Crematoria Office Employees are true to their word



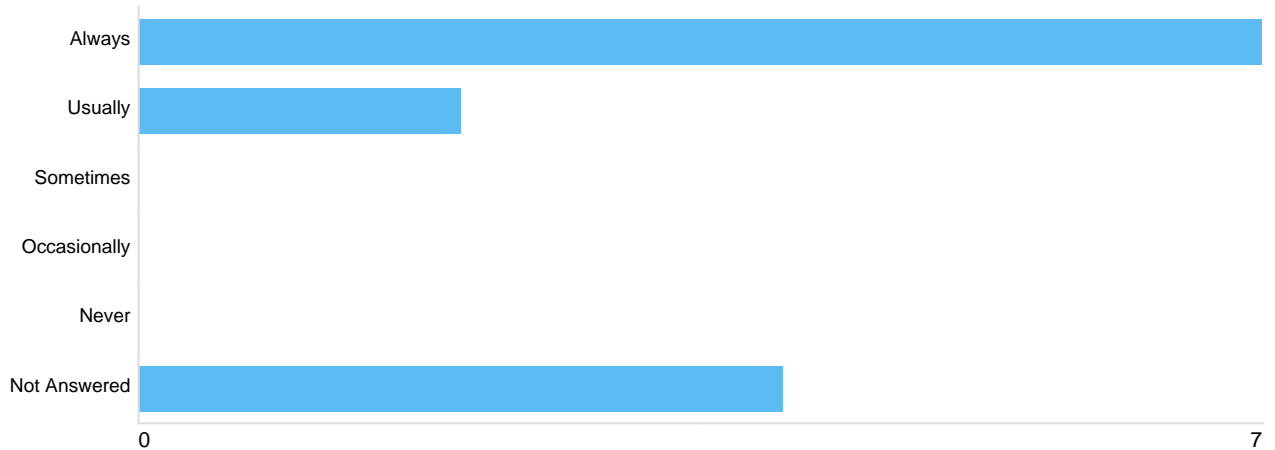
Option	Total	Percent
Always	4	30.77%
Usually	4	30.77%
Sometimes	0	0%
Occasionally	0	0%
Never	0	0%
Not Answered	5	38.46%

Matrix 2 - The Crematoria Office Employees get things right first time



Option	Total	Percent
Always	2	15.38%
Usually	7	53.85%
Sometimes	0	0%
Occasionally	0	0%
Never	0	0%
Not Answered	4	30.77%

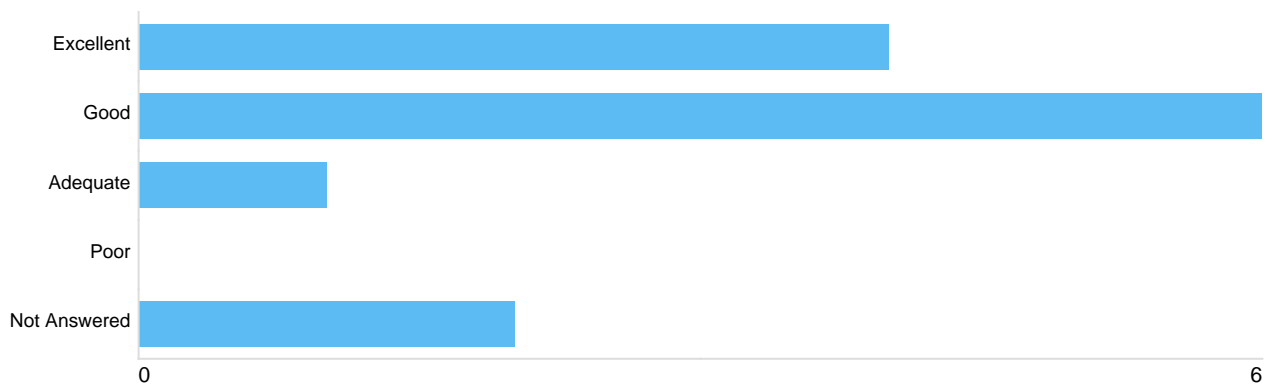
Matrix 2 - The Crematoria Office Employees appearance is appropriate



Option	Total	Percent
Always	7	53.85%
Usually	2	15.38%
Sometimes	0	0%
Occasionally	0	0%
Never	0	0%
Not Answered	4	30.77%

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

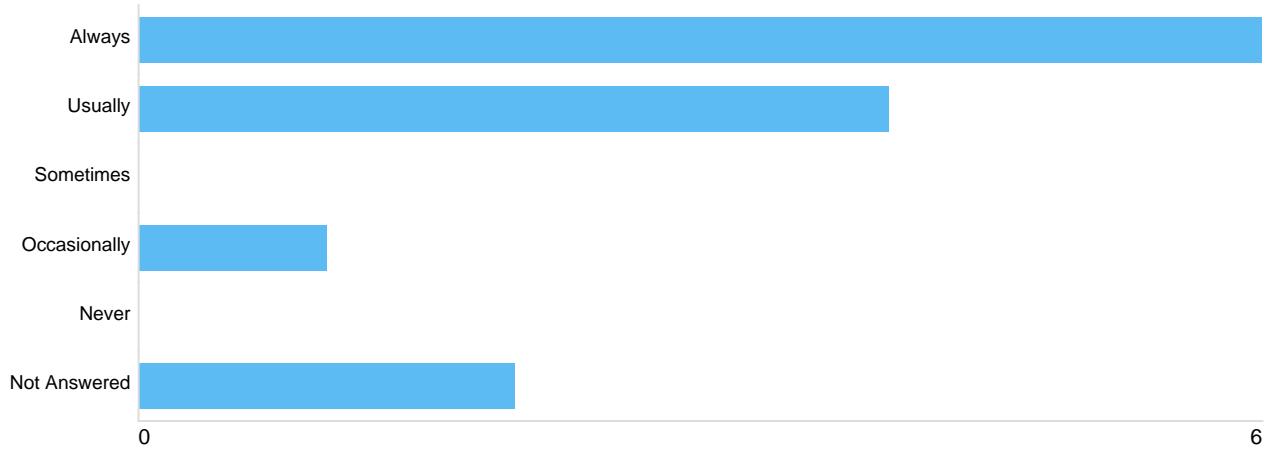
What is your overall satisfaction with the service at Sutton Coldfield Crematorium?



Option	Total	Percent
Excellent	4	30.77%
Good	6	46.15%
Adequate	1	7.69%
Poor	0	0%
Not Answered	2	15.38%

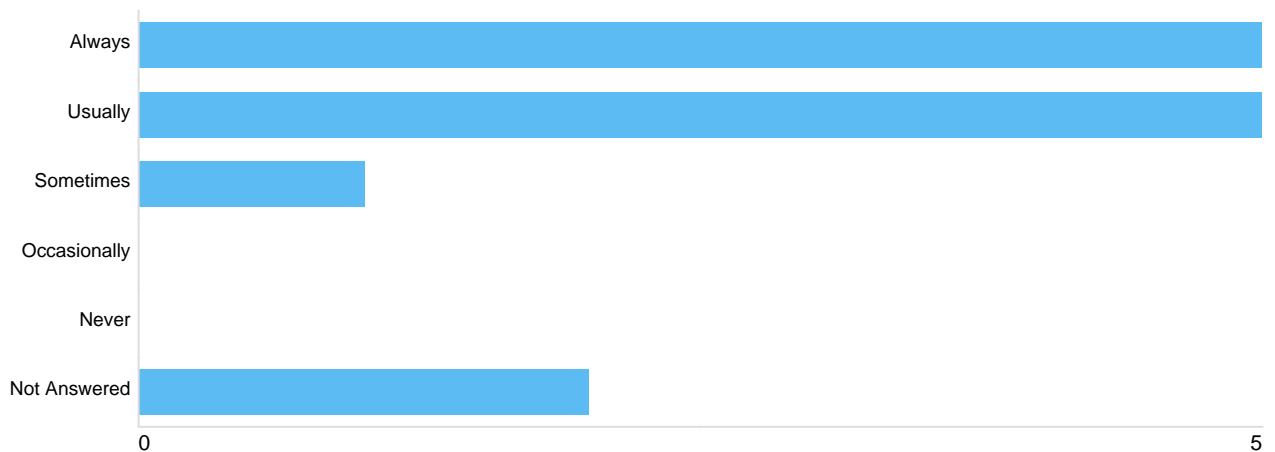
Question 7: What is your overall satisfaction with the employees at Sutton Coldfield Crematorium?

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



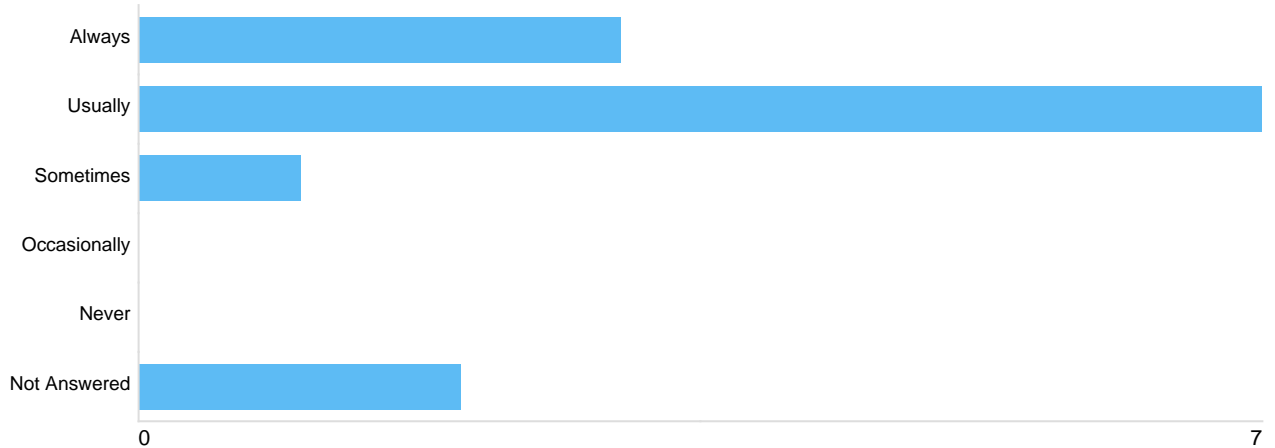
Option	Total	Percent
Always	6	46.15%
Usually	4	30.77%
Sometimes	0	0%
Occasionally	1	7.69%
Never	0	0%
Not Answered	2	15.38%

Matrix 1 - The Crematoria Employees are true to their word



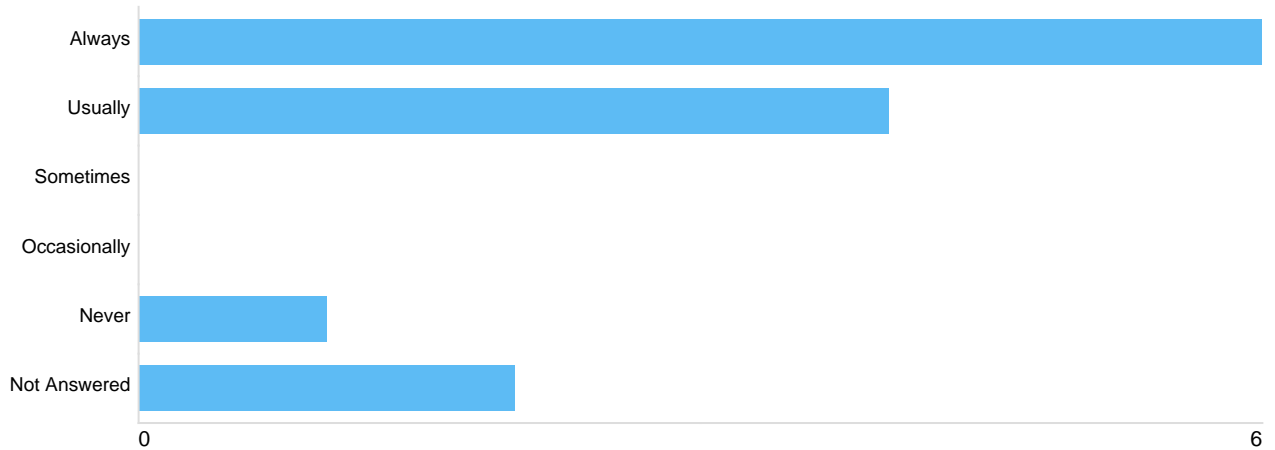
Option	Total	Percent
Always	5	38.46%
Usually	5	38.46%
Sometimes	1	7.69%
Occasionally	0	0%
Never	0	0%
Not Answered	2	15.38%

Matrix 1 - The Crematoria Employees get things right first time



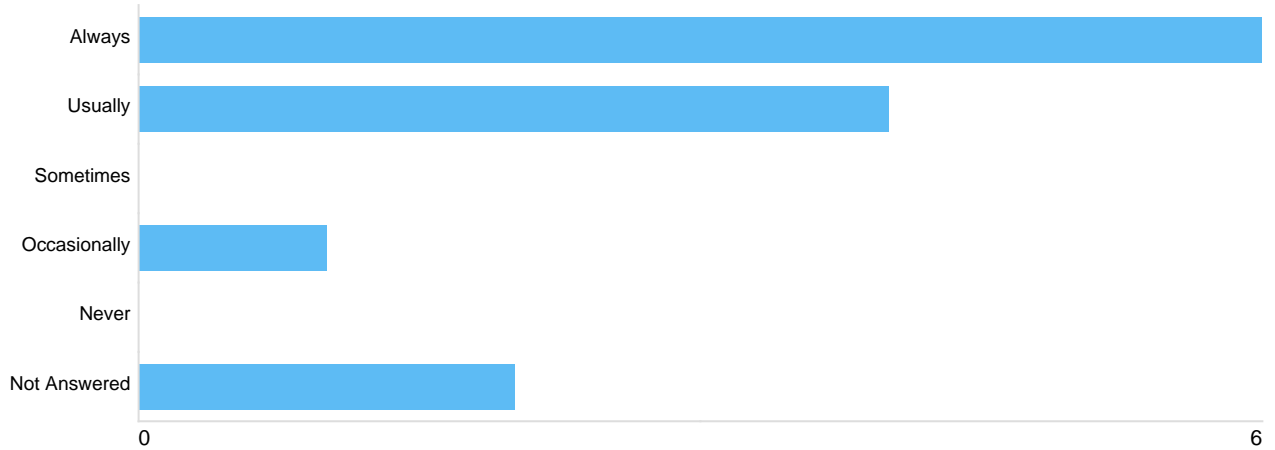
Option	Total	Percent
Always	3	23.08%
Usually	7	53.85%
Sometimes	1	7.69%
Occasionally	0	0%
Never	0	0%
Not Answered	2	15.38%

Matrix 1 - The Crematoria Employees appearance is appropriate



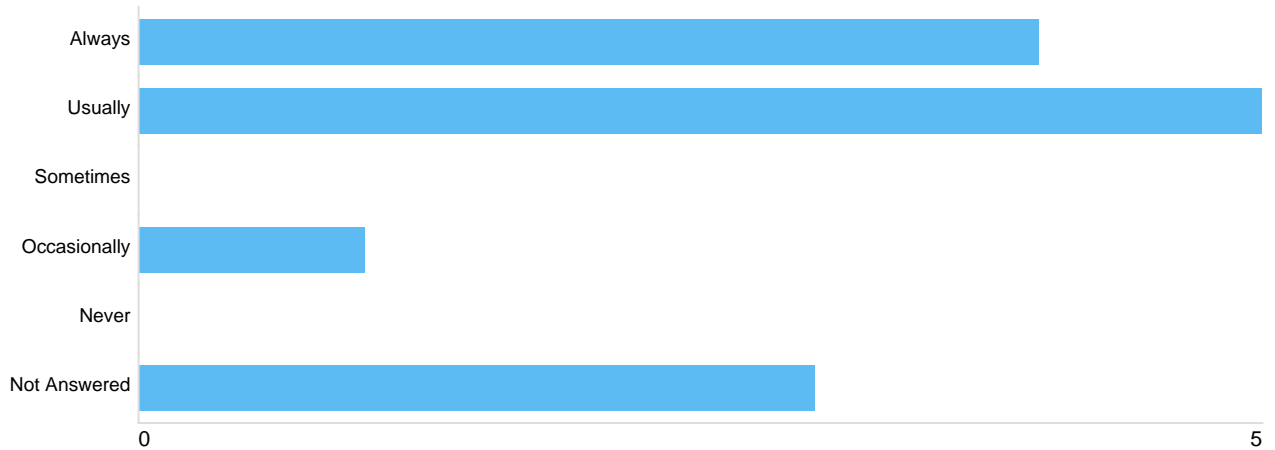
Option	Total	Percent
Always	6	46.15%
Usually	4	30.77%
Sometimes	0	0%
Occasionally	0	0%
Never	1	7.69%
Not Answered	2	15.38%

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



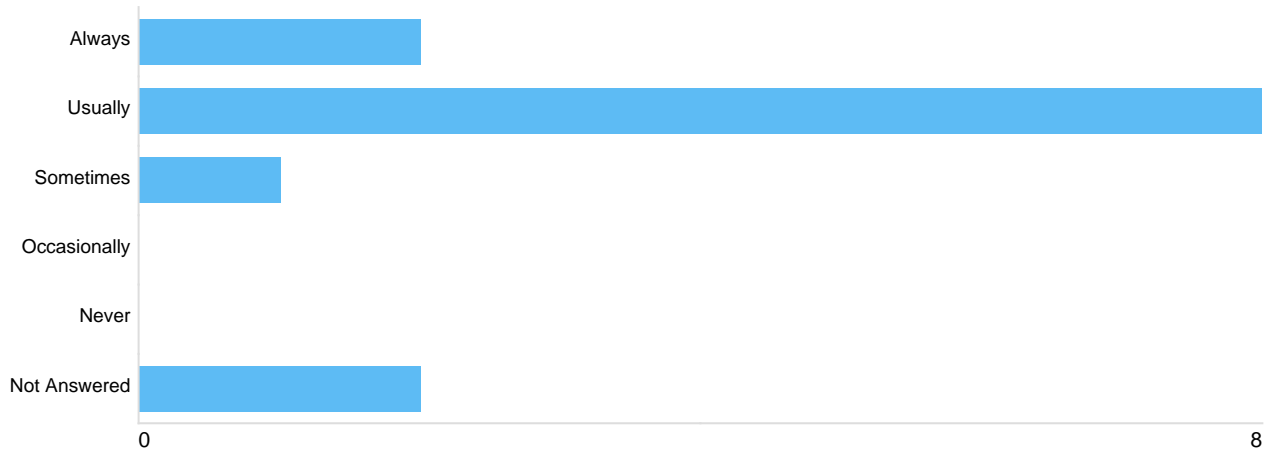
Option	Total	Percent
Always	6	46.15%
Usually	4	30.77%
Sometimes	0	0%
Occasionally	1	7.69%
Never	0	0%
Not Answered	2	15.38%

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



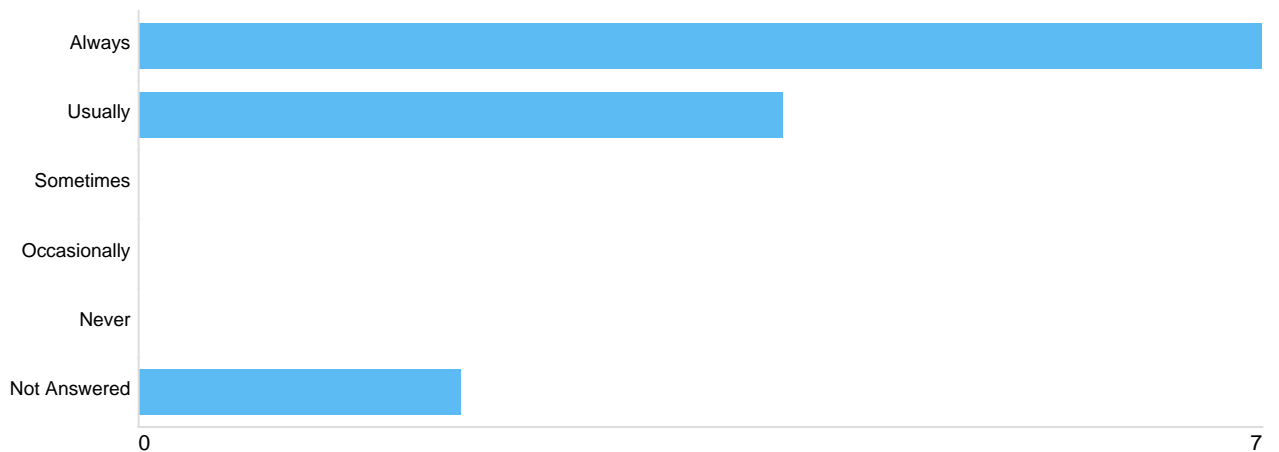
Option	Total	Percent
Always	4	30.77%
Usually	5	38.46%
Sometimes	0	0%
Occasionally	1	7.69%
Never	0	0%
Not Answered	3	23.08%

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



Option	Total	Percent
Always	2	15.38%
Usually	8	61.54%
Sometimes	1	7.69%
Occasionally	0	0%
Never	0	0%
Not Answered	2	15.38%

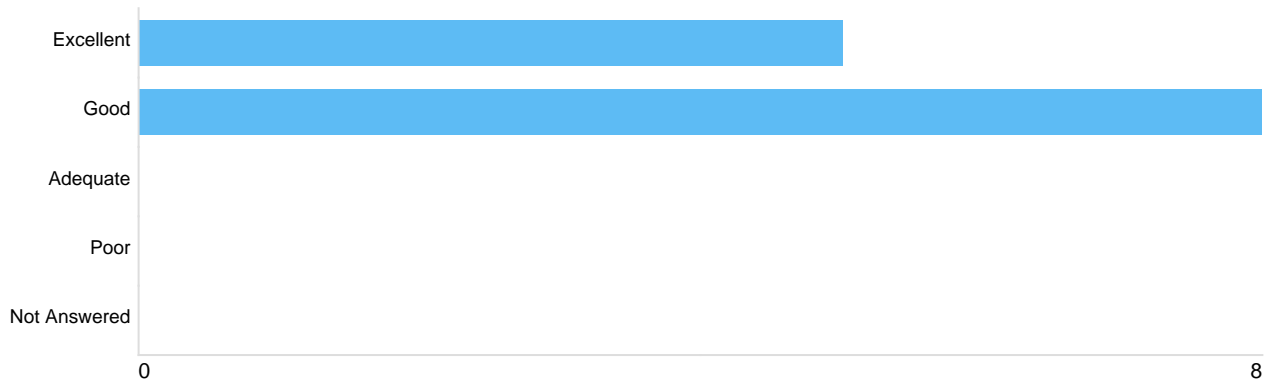
Matrix 1 - The Crematoria Office Employees appearance is appropriate



Option	Total	Percent
Always	7	53.85%
Usually	4	30.77%
Sometimes	0	0%
Occasionally	0	0%
Never	0	0%
Not Answered	2	15.38%

Question 8: What is your overall satisfaction with the service at Yardley Crematorium?

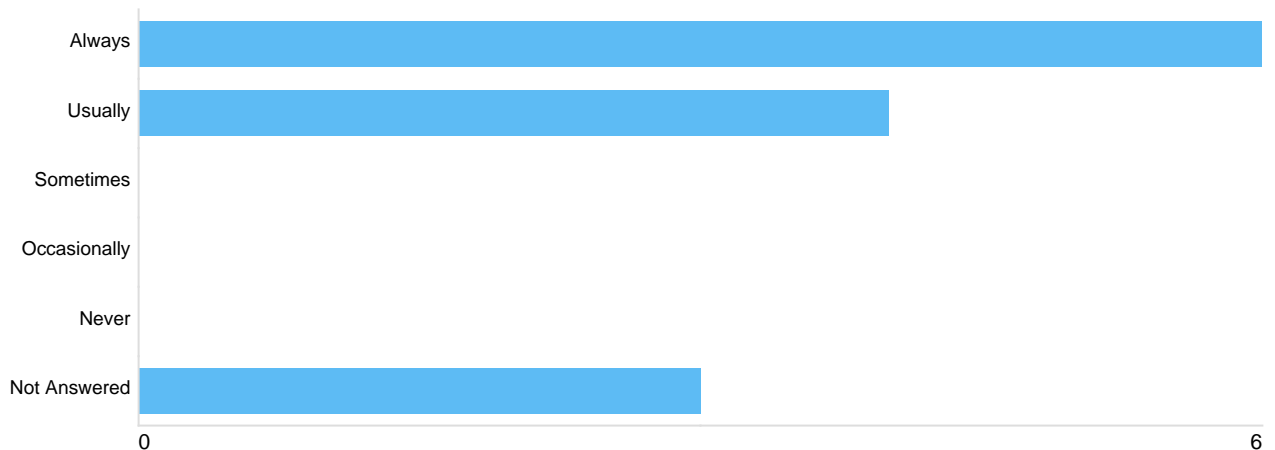
What is your overall satisfaction with the service at Yardley Crematorium?



Option	Total	Percent
Excellent	5	38.46%
Good	8	61.54%
Adequate	0	0%
Poor	0	0%
Not Answered	0	0%

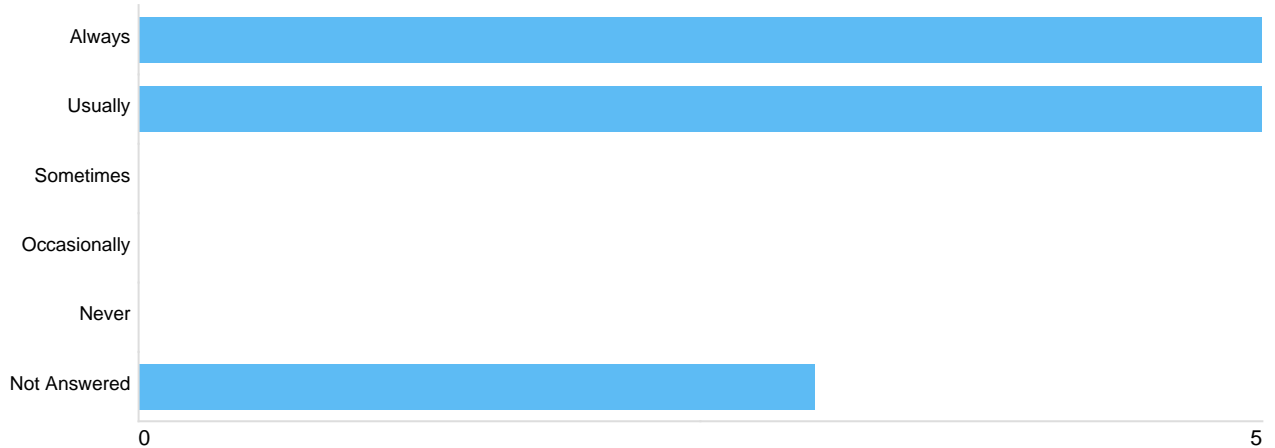
Question 9: What is your overall satisfaction with the employees at Yardley Crematorium?

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



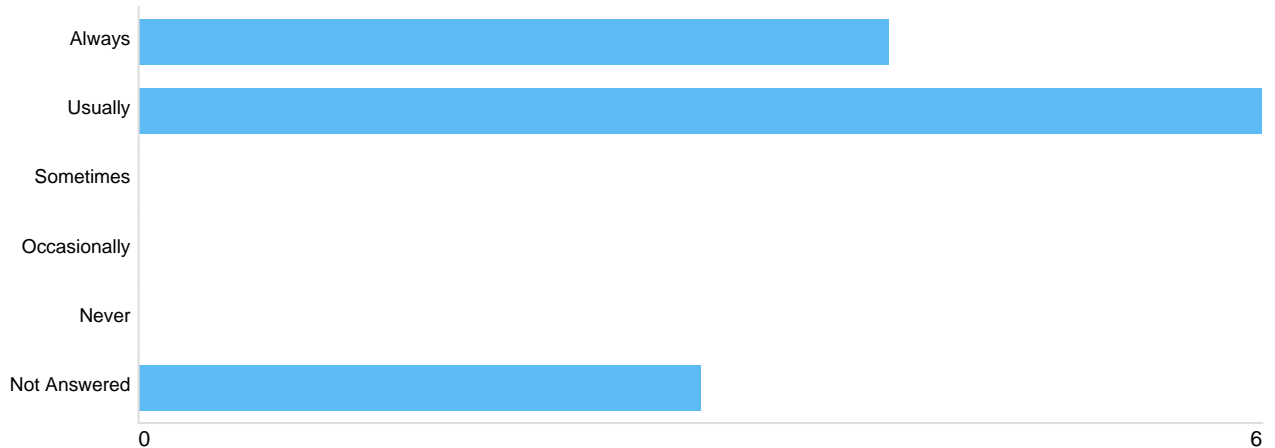
Option	Total	Percent
Always	6	46.15%
Usually	4	30.77%
Sometimes	0	0%
Occasionally	0	0%
Never	0	0%
Not Answered	3	23.08%

Matrix 1 - The Crematoria Employees are true to their word



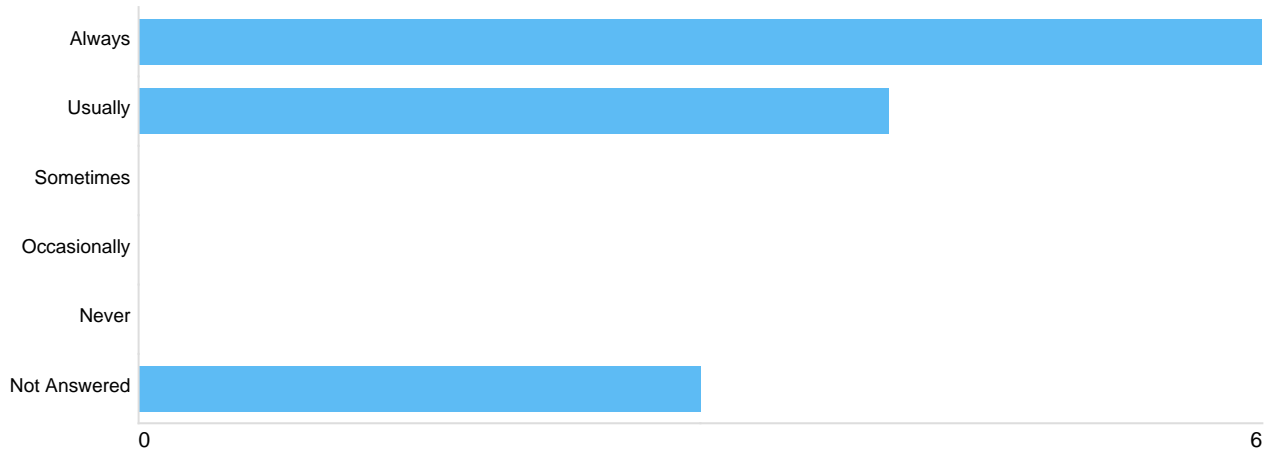
Option	Total	Percent
Always	5	38.46%
Usually	5	38.46%
Sometimes	0	0%
Occasionally	0	0%
Never	0	0%
Not Answered	3	23.08%

Matrix 1 - The Crematoria Employees get things right first time



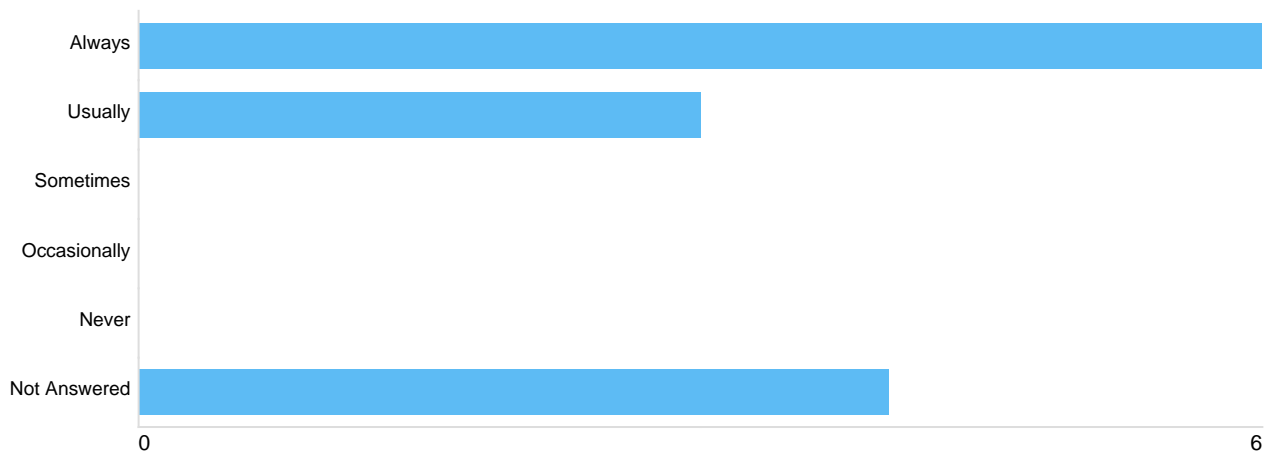
Option	Total	Percent
Always	4	30.77%
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Occasionally	0	0%
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Matrix 1 - The Crematoria Employees appearance is appropriate



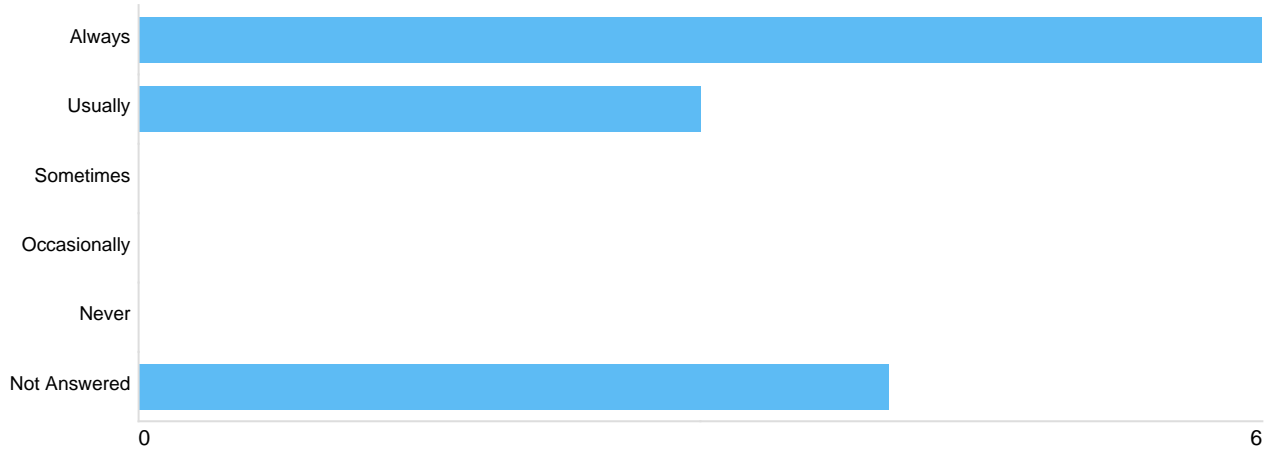
Option	Total	Percent
Always	6	46.15%
Usually	4	30.77%
Sometimes	0	0%
Occasionally	0	0%
Never	0	0%
Not Answered	3	23.08%

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



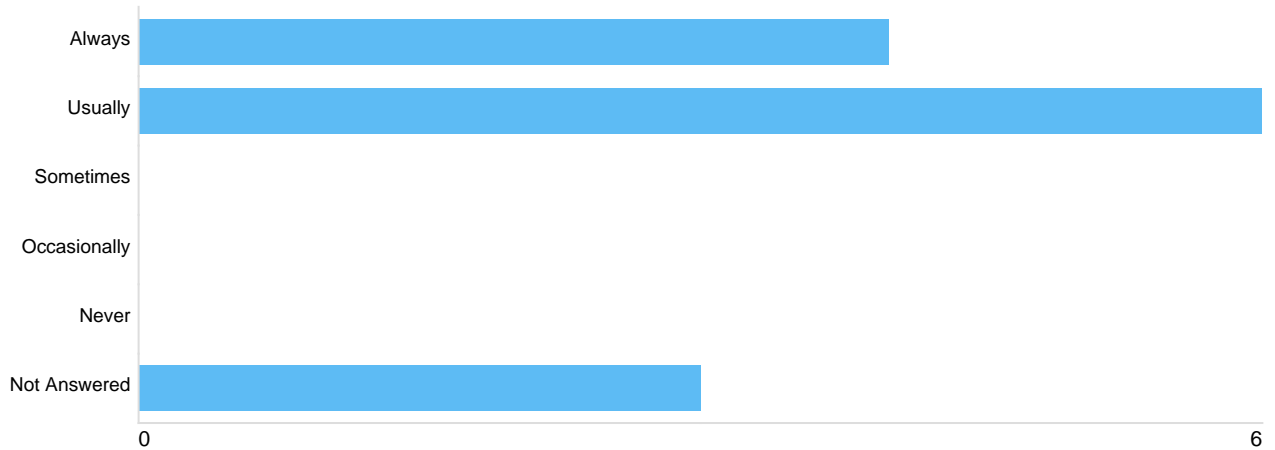
Option	Total	Percent
Always	6	46.15%
Usually	3	23.08%
Sometimes	0	0%
Occasionally	0	0%
Never	0	0%
Not Answered	4	30.77%

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



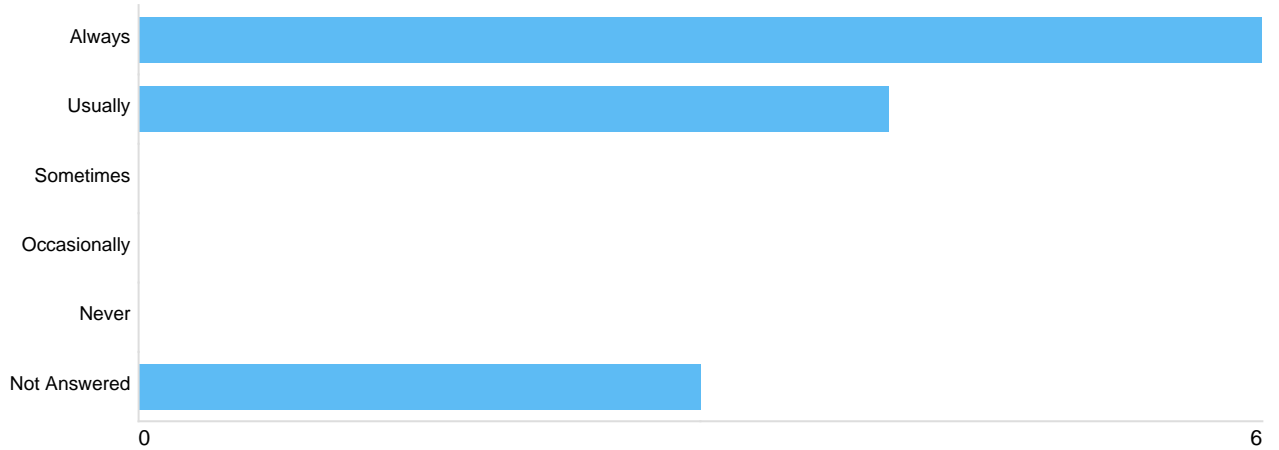
Option	Total	Percent
Always	6	46.15%
Usually	3	23.08%
Sometimes	0	0%
Occasionally	0	0%
Never	0	0%
Not Answered	4	30.77%

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



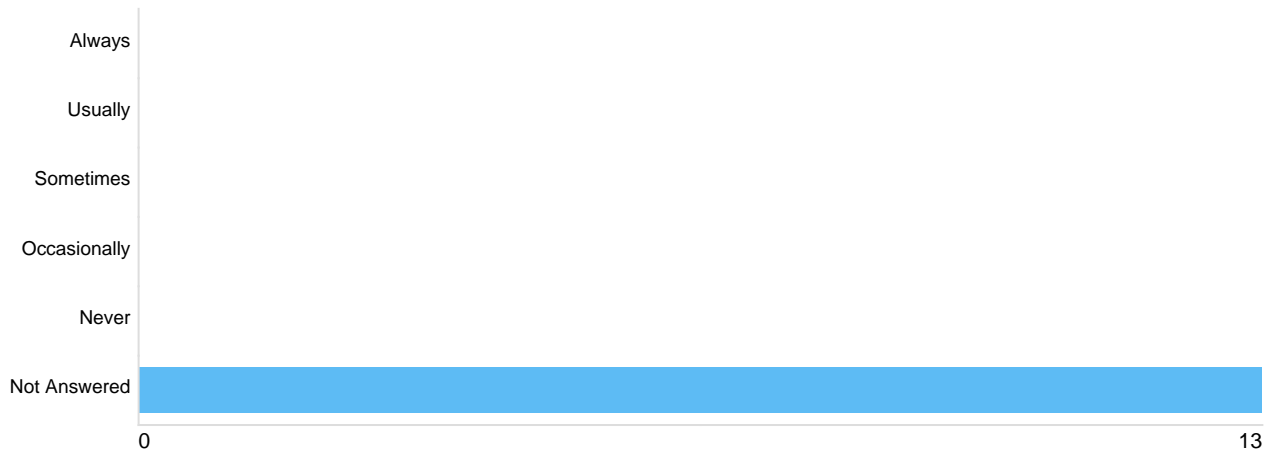
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Occasionally	0	0%
Never	0	0%
Not Answered	3	23.08%

Matrix 1 - The Crematoria Office Employees appearance is appropriate



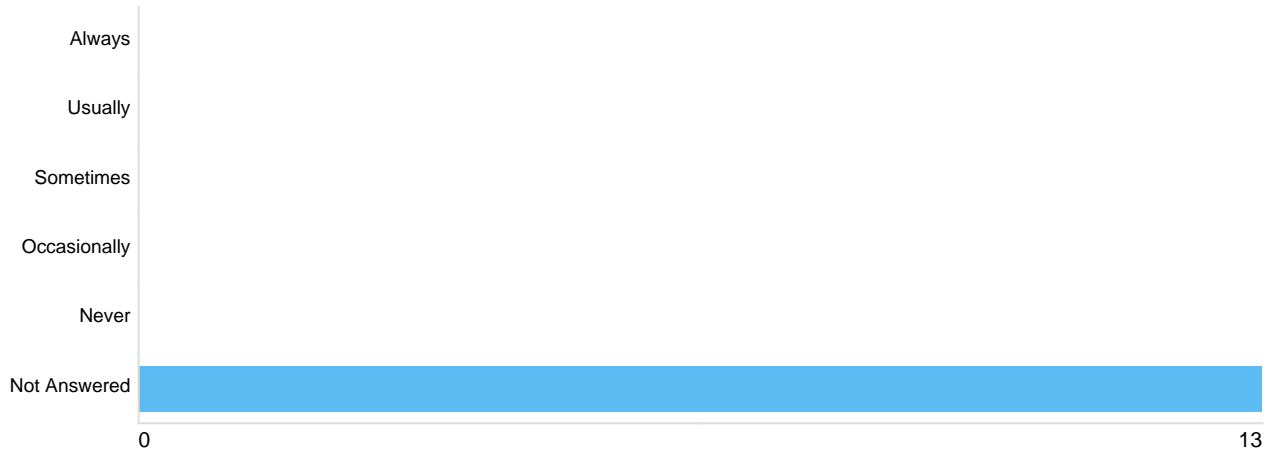
Option	Total	Percent
Always	6	46.15%
Usually	4	30.77%
Sometimes	0	0%
Occasionally	0	0%
Never	0	0%
Not Answered	3	23.08%

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



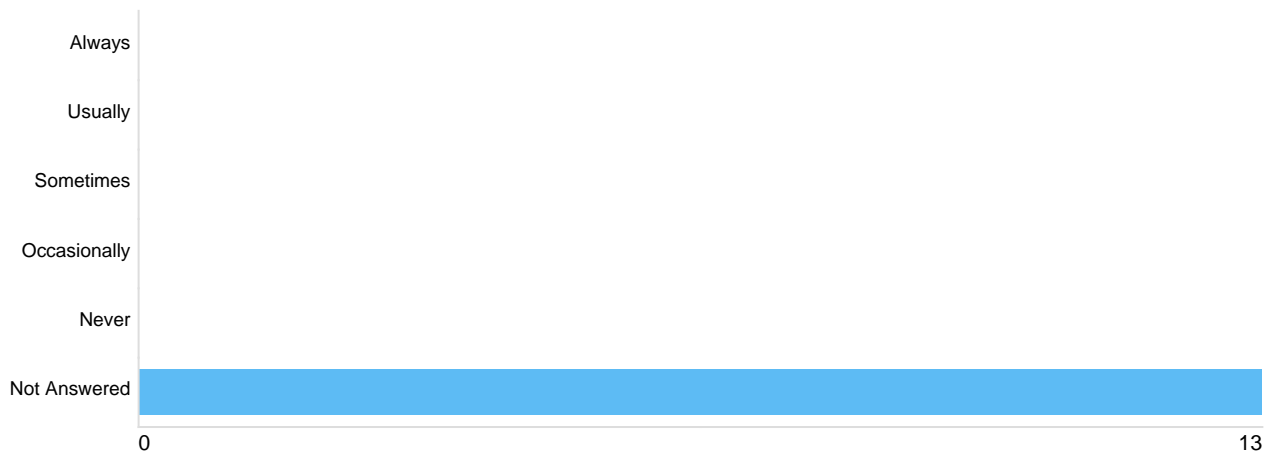
Option	Total	Percent
Always	0	0%
Usually	0	0%
Sometimes	0	0%
Occasionally	0	0%
Never	0	0%
Not Answered	13	100.00%

Matrix 1 - The Crematoria Employees are true to their word



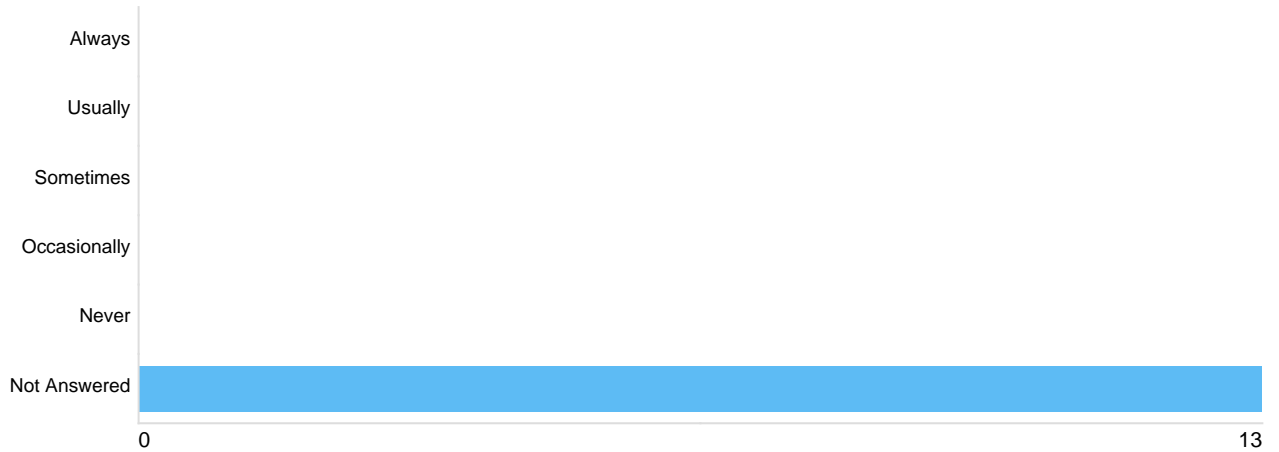
Option	Total	Percent
Always	0	0%
Usually	0	0%
Sometimes	0	0%
Occasionally	0	0%
Never	0	0%
Not Answered	13	100.00%

Matrix 1 - The Crematoria Employees get things right first time



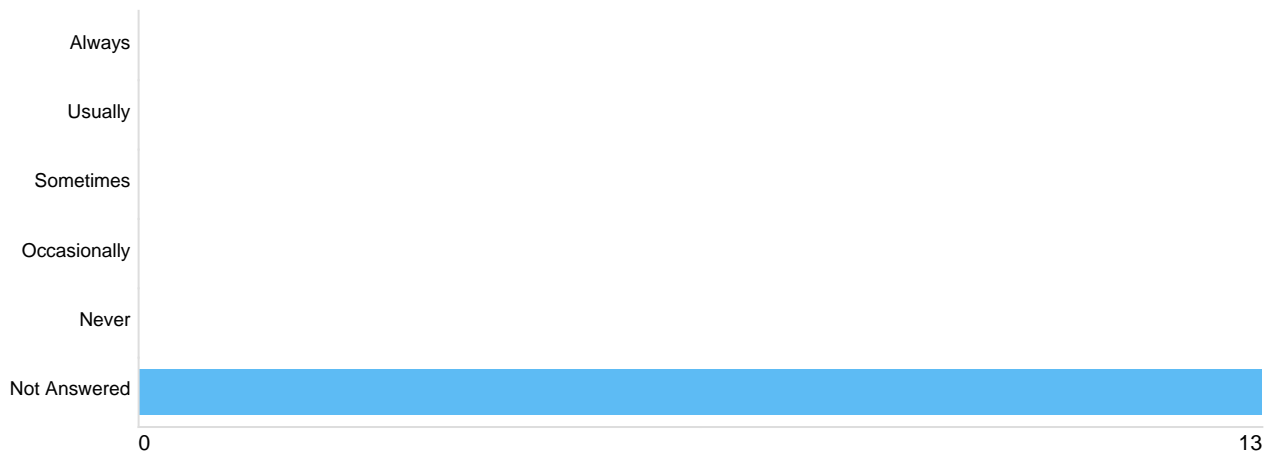
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Usually	0	0%
Sometimes	0	0%
Occasionally	0	0%
Never	0	0%
Not Answered	13	100.00%

Matrix 1 - The Crematoria Employees appearance is appropriate



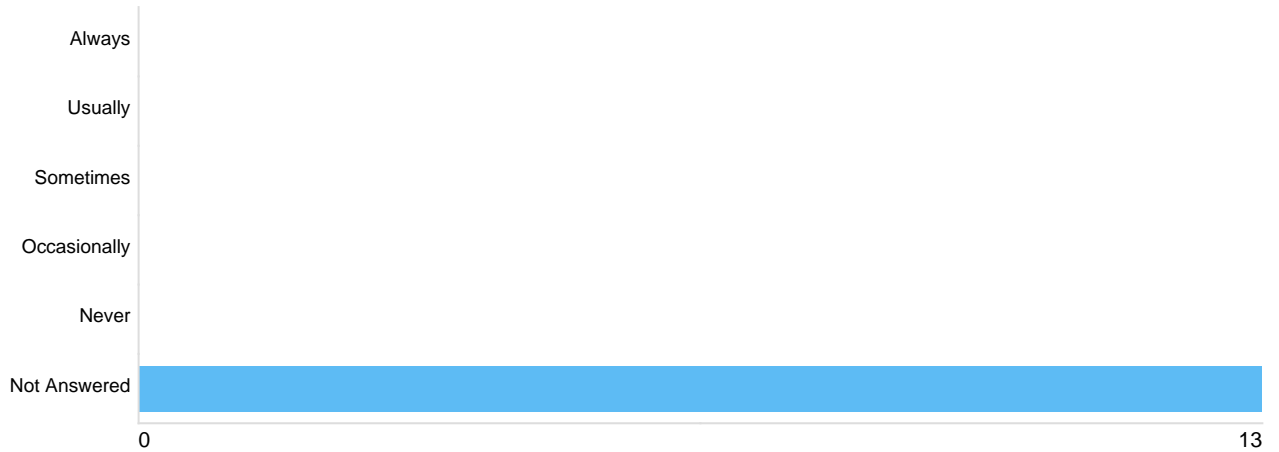
Option	Total	Percent
Always	0	0%
Usually	0	0%
Sometimes	0	0%
Occasionally	0	0%
Never	0	0%
Not Answered	13	100.00%

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



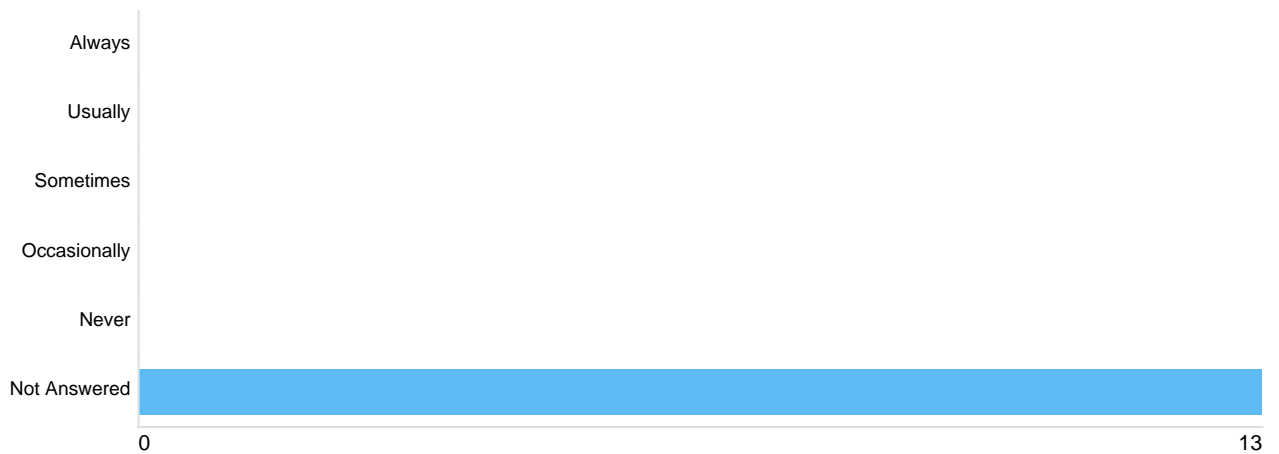
Option	Total	Percent
Always	0	0%
Usually	0	0%
Sometimes	0	0%
Occasionally	0	0%
Never	0	0%
Not Answered	13	100.00%

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



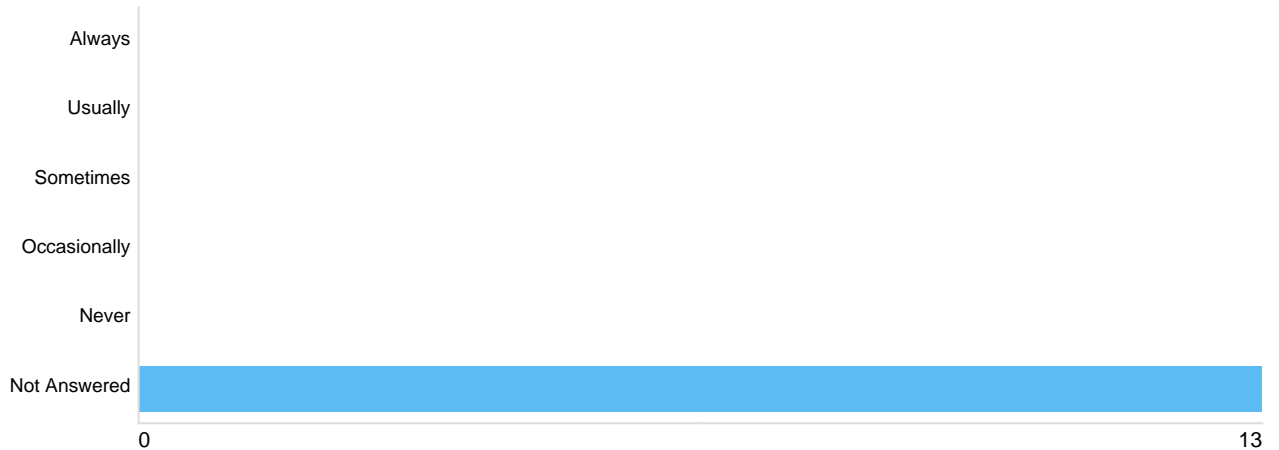
Option	Total	Percent
Always	0	0%
Usually	0	0%
Sometimes	0	0%
Occasionally	0	0%
Never	0	0%
Not Answered	13	100.00%

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



Option	Total	Percent
Always	0	0%
Usually	0	0%
Sometimes	0	0%
Occasionally	0	0%
Never	0	0%
Not Answered	13	100.00%

Matrix 1 - The Crematoria Office Employees appearance is appropriate



Option	Total	Percent
Always	0	0%
Usually	0	0%
Sometimes	0	0%
Occasionally	0	0%
Never	0	0%
Not Answered	13	100.00%

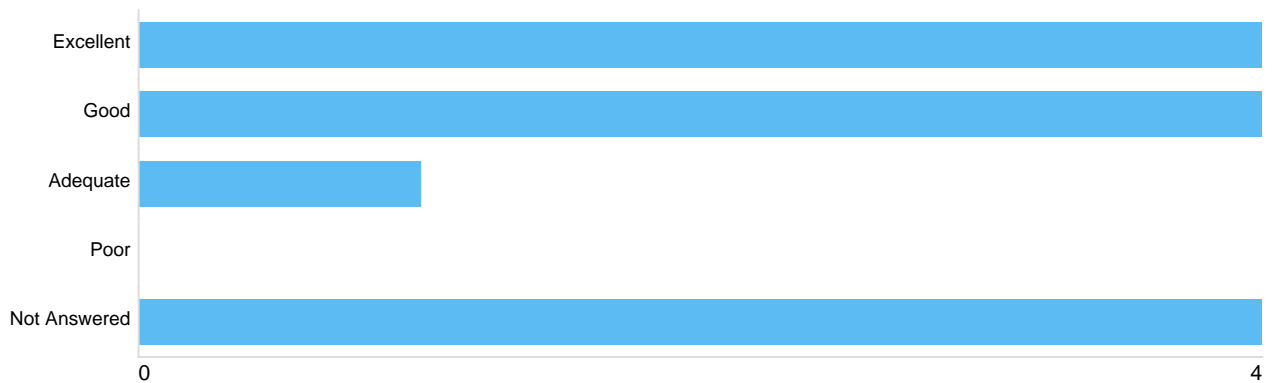
Question 10: Are there any crematoria employees or crematoria office employees that deserve a particular mention?

Employees deserve special mention

There were 3 responses to this part of the question.

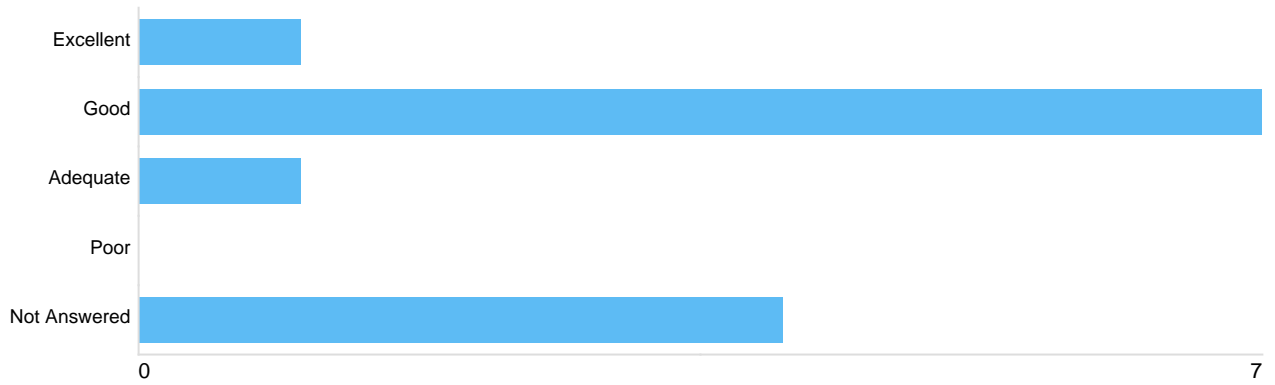
Question 11: Please indicate your satisfaction with the crematoria service provided at Lodge Hill Crematorium by ticking the box you think is most appropriate

Matrix 1 - The Lighting Levels



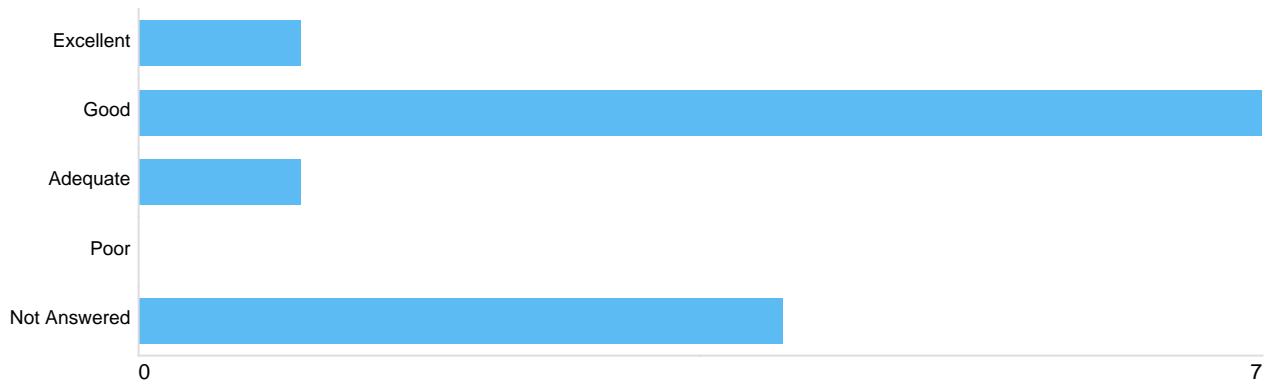
Option	Total	Percent
Excellent	4	30.77%
Good	4	30.77%
Adequate	1	7.69%
Poor	0	0%
Not Answered	4	30.77%

Matrix 1 - The Heating



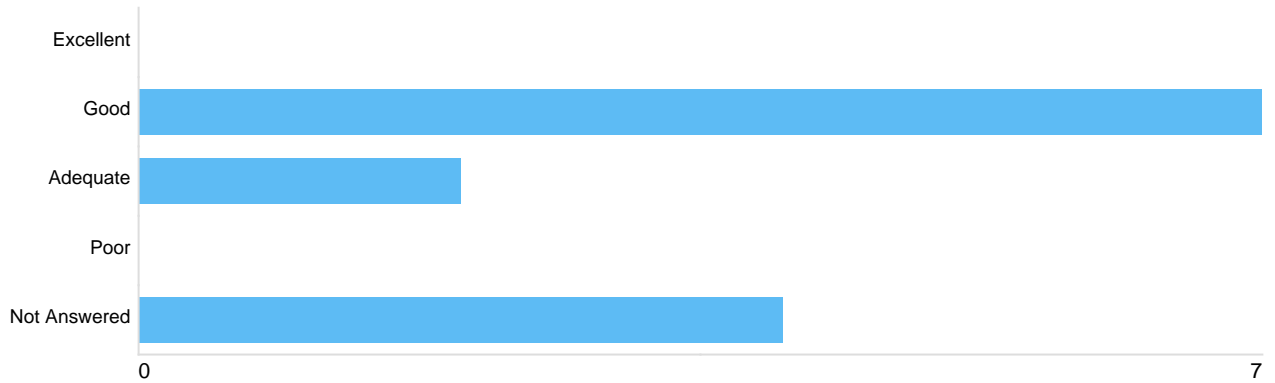
Option	Total	Percent
Excellent	1	7.69%
Good	7	53.85%
Adequate	1	7.69%
Poor	0	0%
Not Answered	4	30.77%

Matrix 1 - The Ventilation



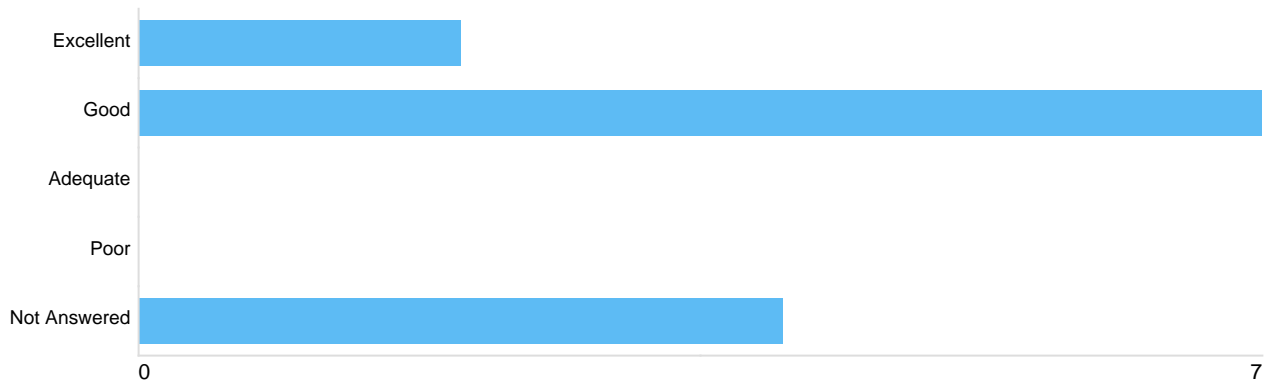
Option	Total	Percent
Excellent	1	7.69%
Good	7	53.85%
Adequate	1	7.69%
Poor	0	0%
Not Answered	4	30.77%

Matrix 1 - General Presentation



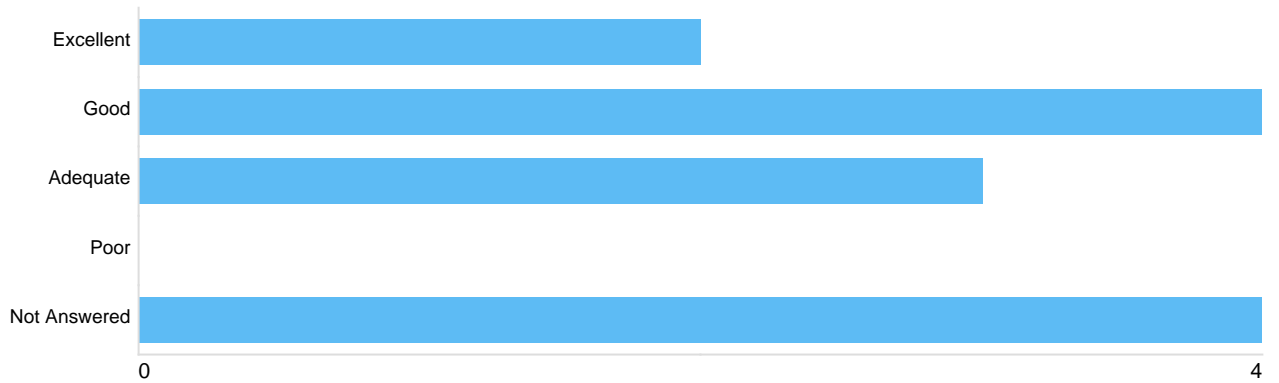
Option	Total	Percent
Excellent	0	0%
Good	7	53.85%
Adequate	2	15.38%
Poor	0	0%
Not Answered	4	30.77%

Matrix 1 - The Opening and Closing Times



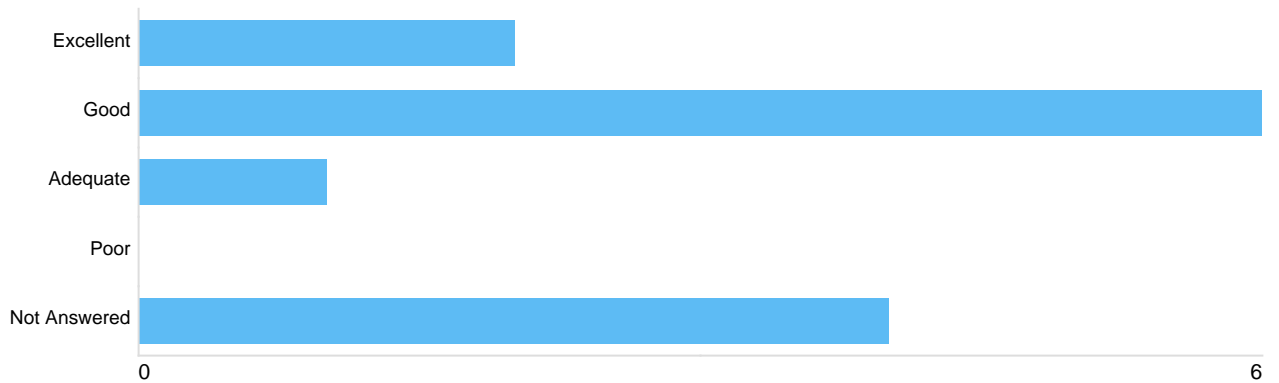
Option	Total	Percent
Excellent	2	15.38%
Good	7	53.85%
Adequate	0	0%
Poor	0	0%
Not Answered	4	30.77%

Matrix 1 - Cremation charges as value for money



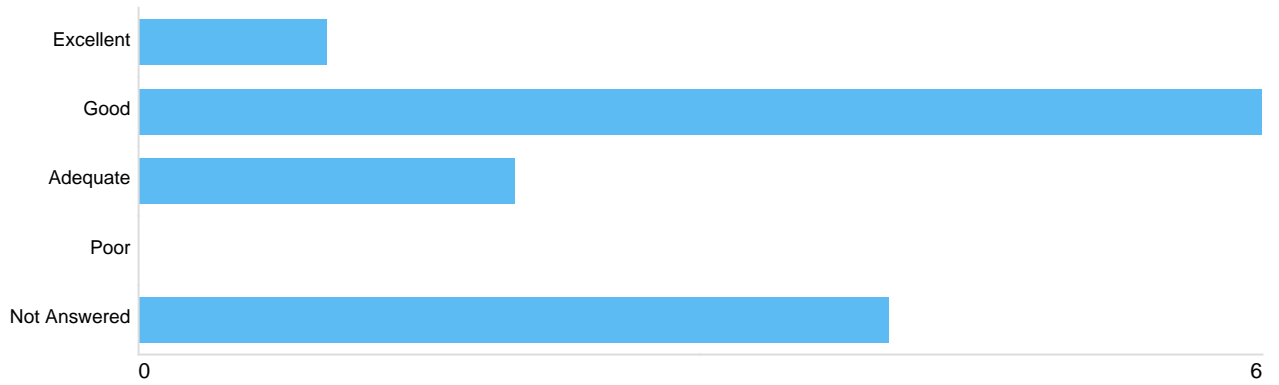
Option	Total	Percent
Excellent	2	15.38%
Good	4	30.77%
Adequate	3	23.08%
Poor	0	0%
Not Answered	4	30.77%

Matrix 1 - Upkeep of roads and pathways



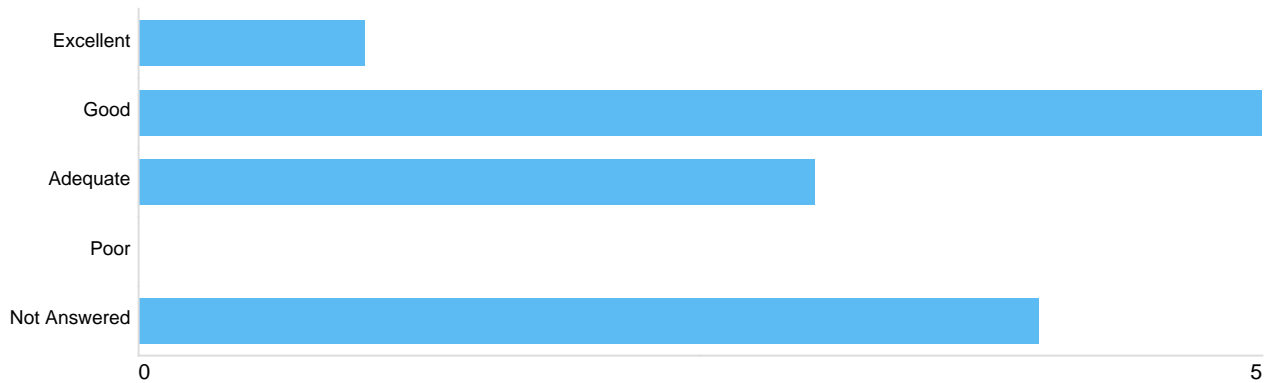
Option	Total	Percent
Excellent	2	15.38%
Good	6	46.15%
Adequate	1	7.69%
Poor	0	0%
Not Answered	4	30.77%

Matrix 1 - Standards of Grounds Maintenance



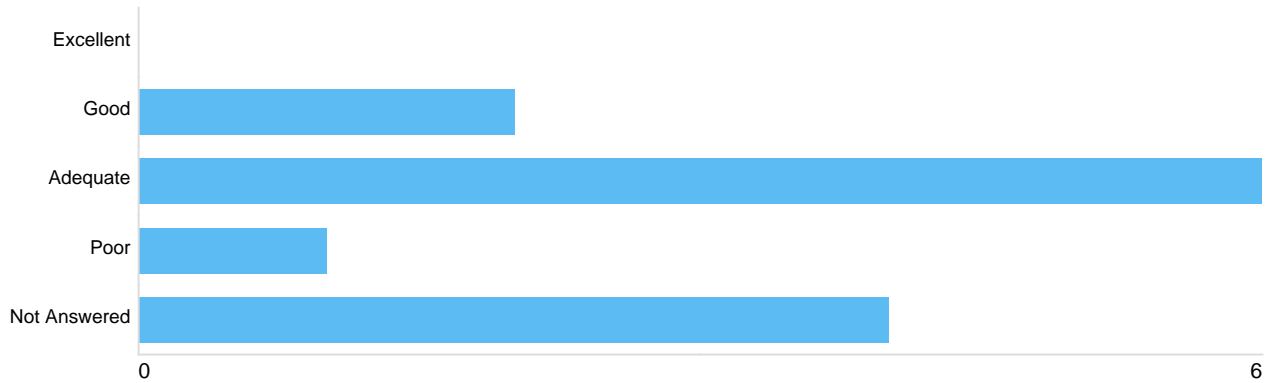
Option	Total	Percent
Excellent	1	7.69%
Good	6	46.15%
Adequate	2	15.38%
Poor	0	0%
Not Answered	4	30.77%

Matrix 1 - Floral Tribute Facilities



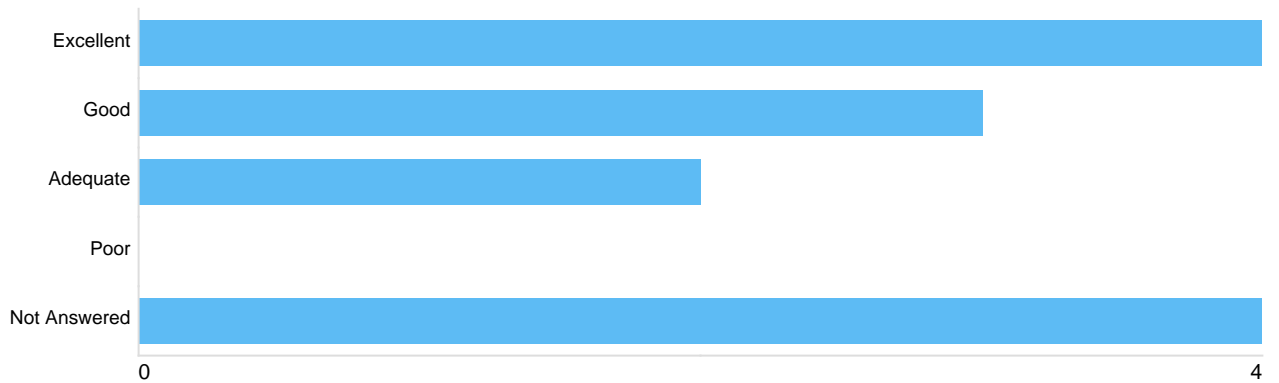
Option	Total	Percent
Excellent	1	7.69%
Good	5	38.46%
Adequate	3	23.08%
Poor	0	0%
Not Answered	4	30.77%

Matrix 1 - Waiting Room Facilities



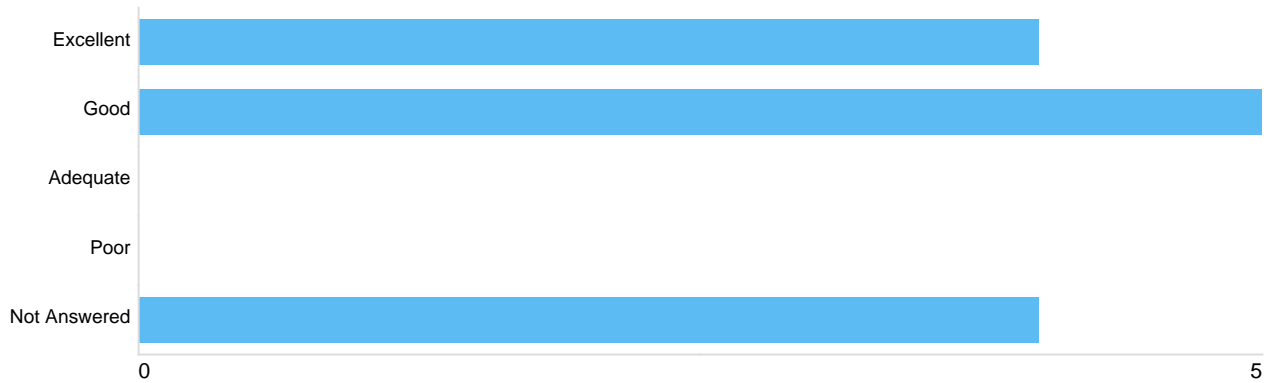
Option	Total	Percent
Excellent	0	0%
Good	2	15.38%
Adequate	6	46.15%
Poor	1	7.69%
Not Answered	4	30.77%

Matrix 1 - Parking Facilities



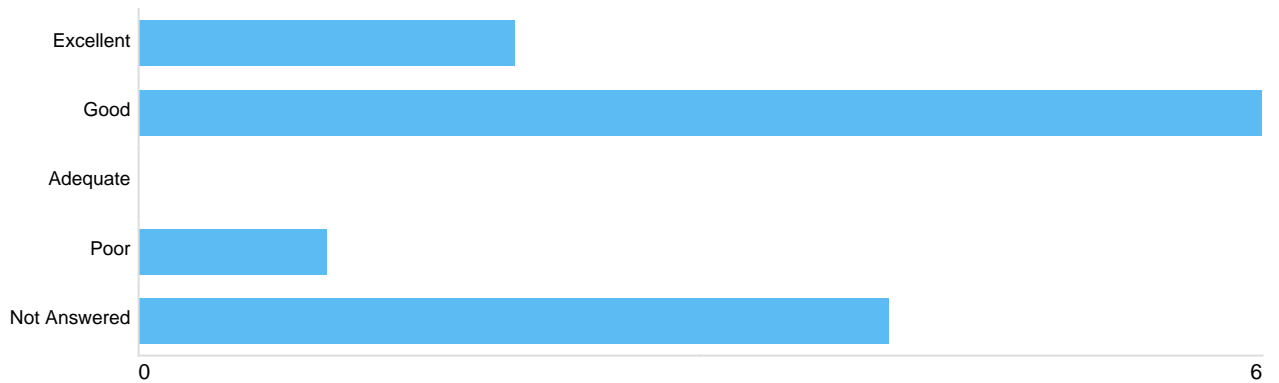
Option	Total	Percent
Excellent	4	30.77%
Good	3	23.08%
Adequate	2	15.38%
Poor	0	0%
Not Answered	4	30.77%

Matrix 1 - Access to the Crematoria Offices



Option	Total	Percent
Excellent	4	30.77%
Good	5	38.46%
Adequate	0	0%
Poor	0	0%
Not Answered	4	30.77%

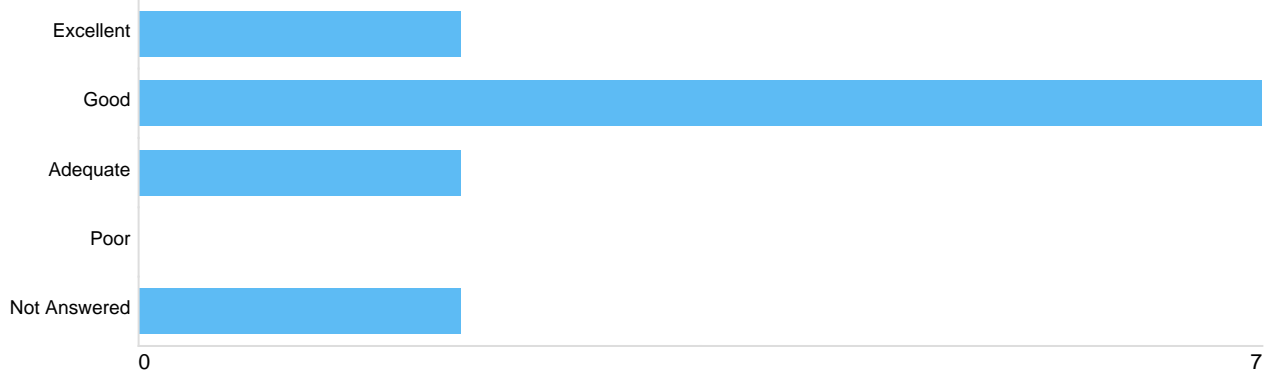
Matrix 1 - Availability of Chapel Times



Option	Total	Percent
Excellent	2	15.38%
Good	6	46.15%
Adequate	0	0%
Poor	1	7.69%
Not Answered	4	30.77%

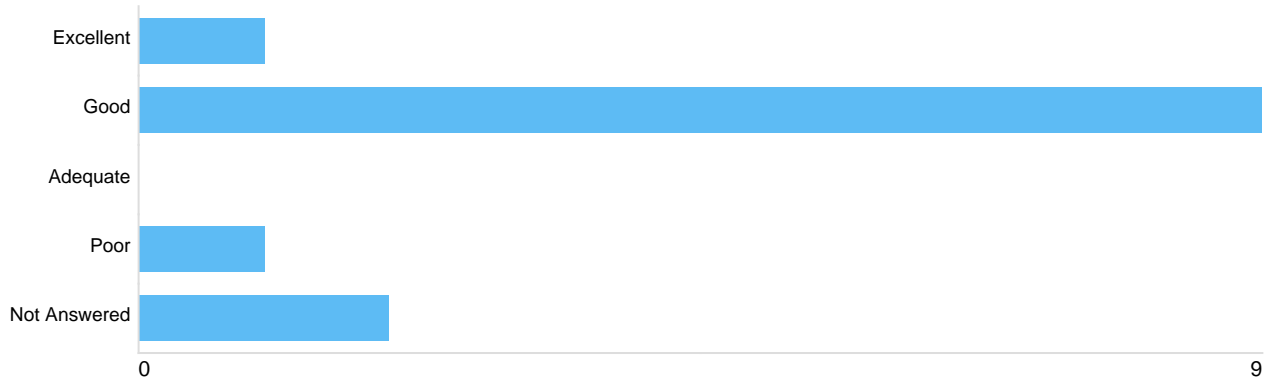
Question 12: Please indicate your satisfaction with the crematoria service at Sutton Coldfield Crematorium by ticking the box you think is most appropriate

Matrix 1 - The Lighting Levels



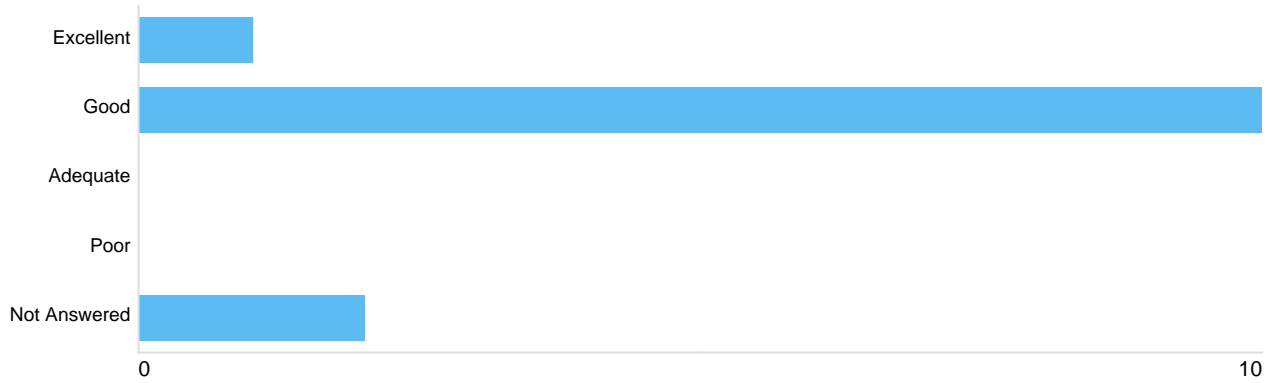
Option	Total	Percent
Excellent	2	15.38%
Good	7	53.85%
Adequate	2	15.38%
Poor	0	0%
Not Answered	2	15.38%

Matrix 1 - The Heating



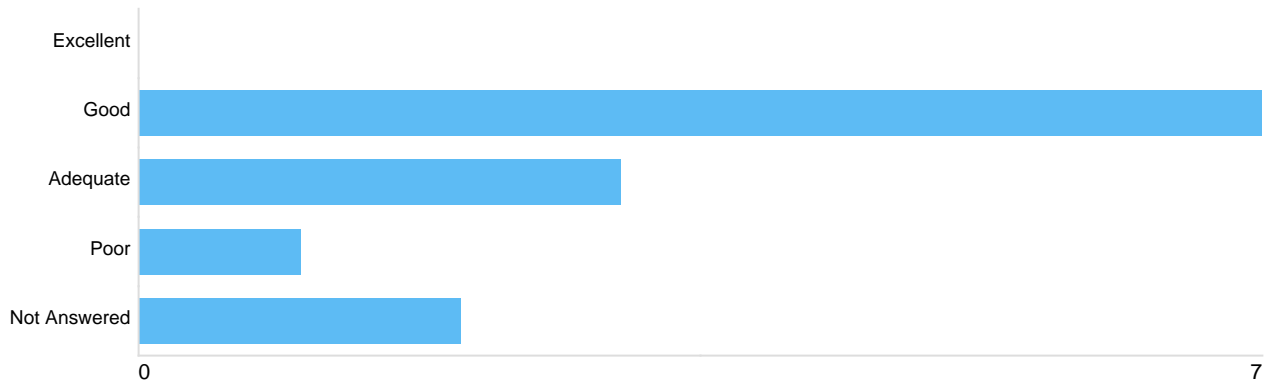
Option	Total	Percent
Excellent	1	7.69%
Good	9	69.23%
Adequate	0	0%
Poor	1	7.69%
Not Answered	2	15.38%

Matrix 1 - The Ventilation



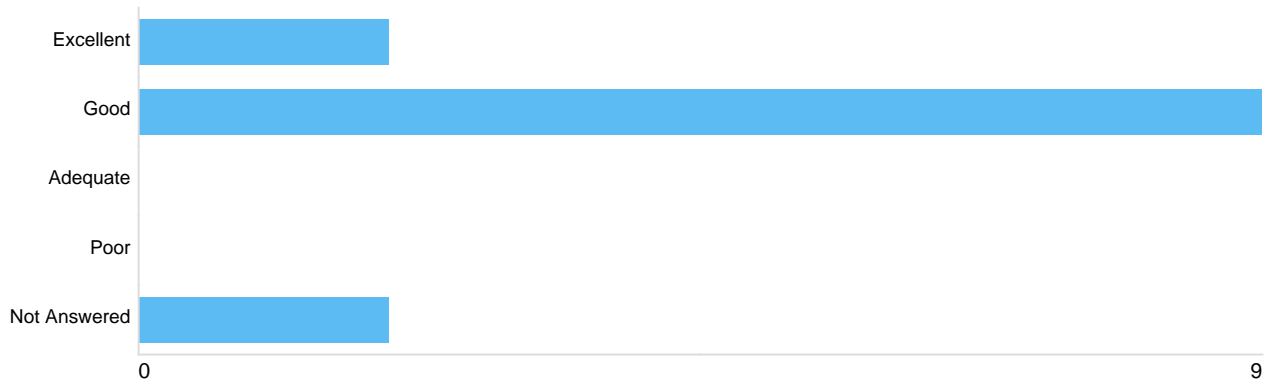
Option	Total	Percent
Excellent	1	7.69%
Good	10	76.92%
Adequate	0	0%
Poor	0	0%
Not Answered	2	15.38%

Matrix 1 - General Presentation



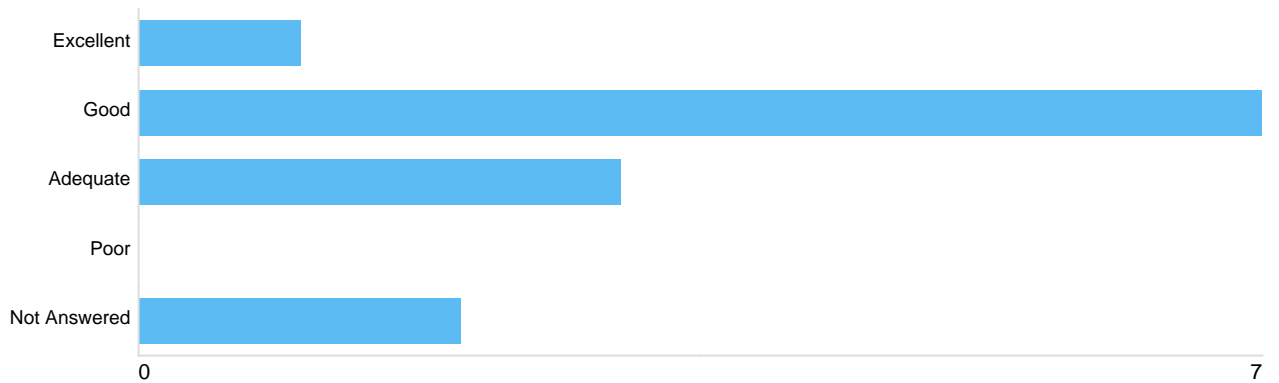
Option	Total	Percent
Excellent	0	0%
Good	7	53.85%
Adequate	3	23.08%
Poor	1	7.69%
Not Answered	2	15.38%

Matrix 1 - The Opening and Closing Times



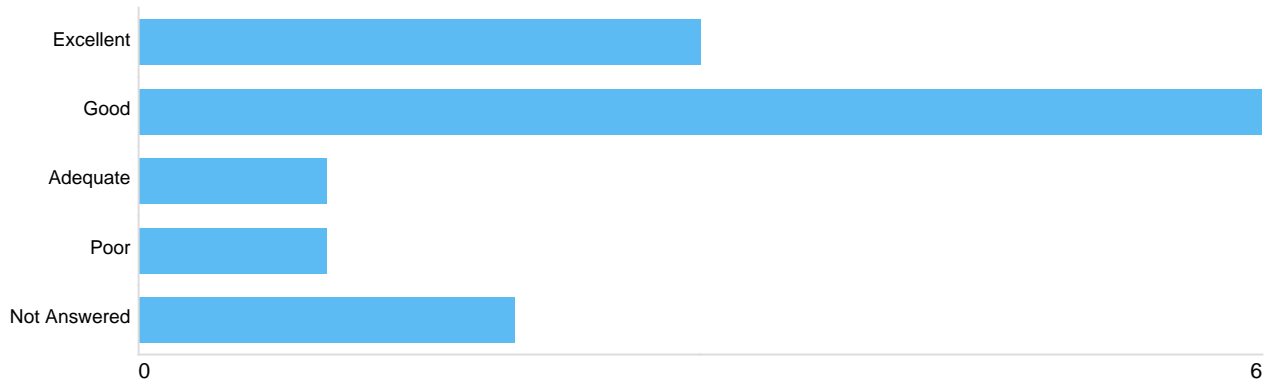
Option	Total	Percent
Excellent	2	15.38%
Good	9	69.23%
Adequate	0	0%
Poor	0	0%
Not Answered	2	15.38%

Matrix 1 - Cremation charges as value for money



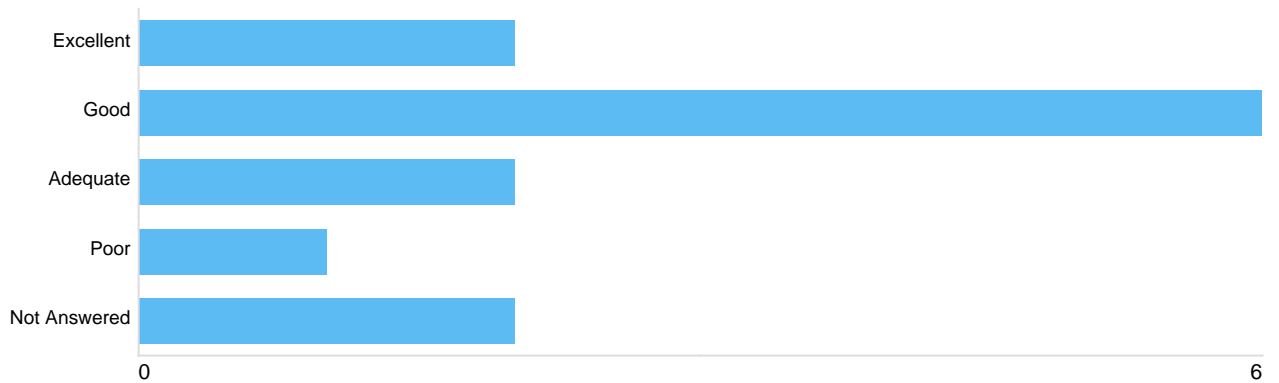
Option	Total	Percent
Excellent	1	7.69%
Good	7	53.85%
Adequate	3	23.08%
Poor	0	0%
Not Answered	2	15.38%

Matrix 1 - Upkeep of roads and pathways



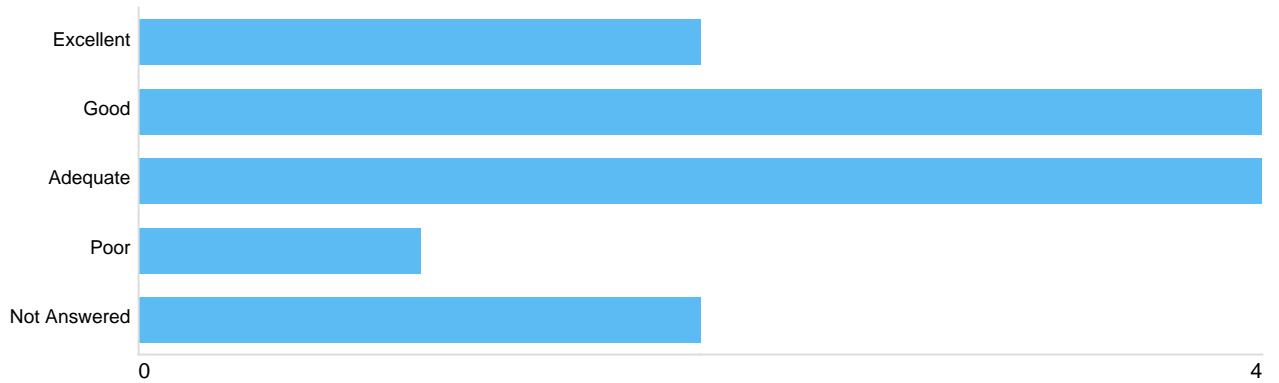
Option	Total	Percent
Excellent	3	23.08%
Good	6	46.15%
Adequate	1	7.69%
Poor	1	7.69%
Not Answered	2	15.38%

Matrix 1 - Standards of Grounds Maintenance



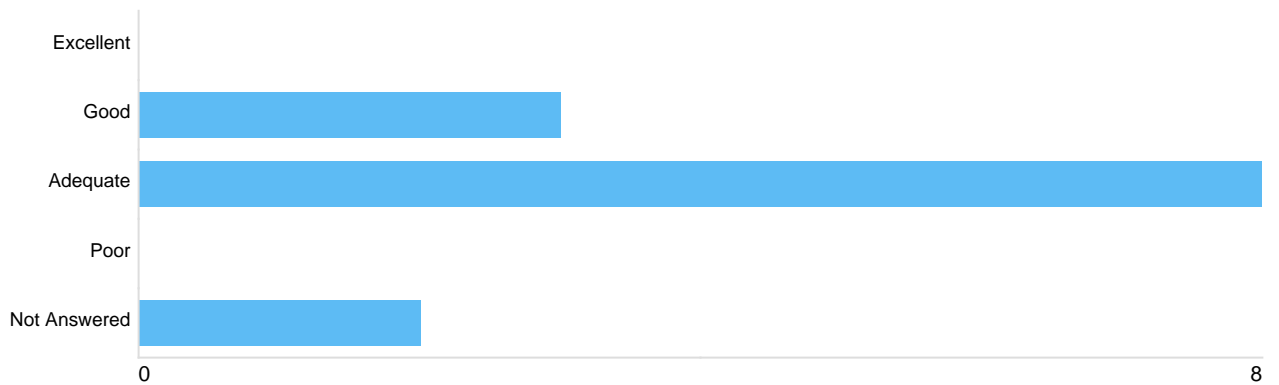
Option	Total	Percent
Excellent	2	15.38%
Good	6	46.15%
Adequate	2	15.38%
Poor	1	7.69%
Not Answered	2	15.38%

Matrix 1 - Floral Tribute Facilities



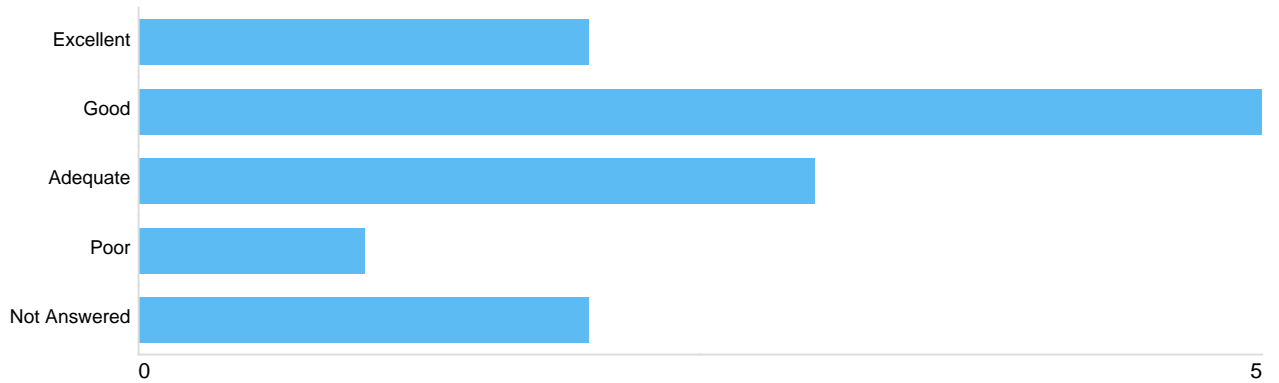
Option	Total	Percent
Excellent	2	15.38%
Good	4	30.77%
Adequate	4	30.77%
Poor	1	7.69%
Not Answered	2	15.38%

Matrix 1 - Waiting Room Facilities



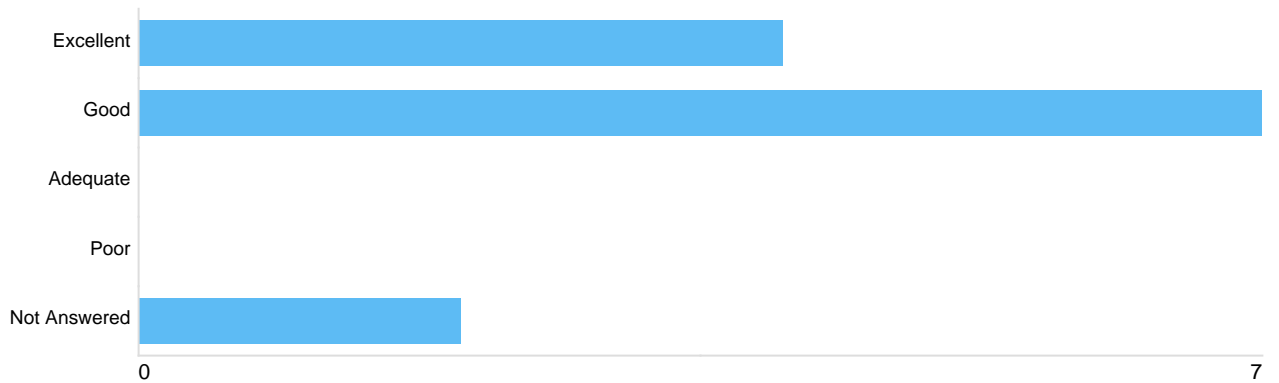
Option	Total	Percent
Excellent	0	0%
Good	3	23.08%
Adequate	8	61.54%
Poor	0	0%
Not Answered	2	15.38%

Matrix 1 - Parking Facilities



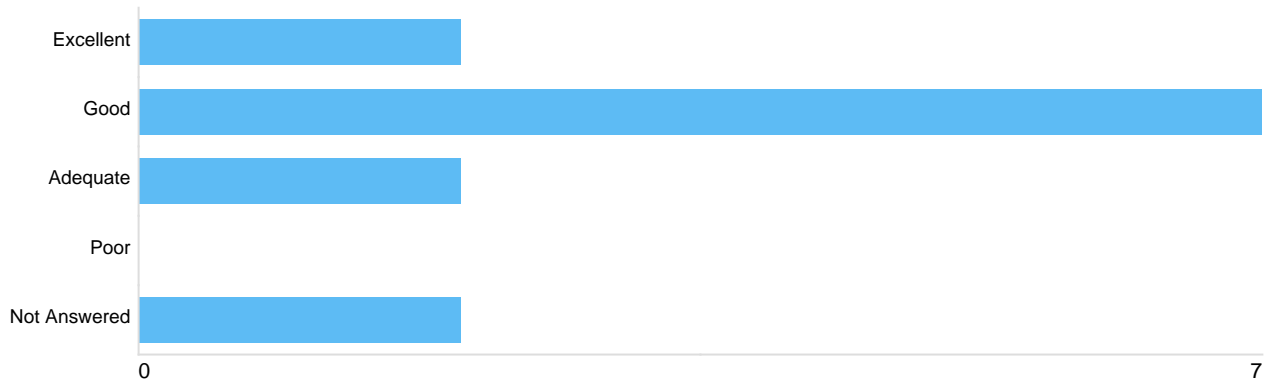
Option	Total	Percent
Excellent	2	15.38%
Good	5	38.46%
Adequate	3	23.08%
Poor	1	7.69%
Not Answered	2	15.38%

Matrix 1 - Access to the Crematoria Offices



Option	Total	Percent
Excellent	4	30.77%
Good	7	53.85%
Adequate	0	0%
Poor	0	0%
Not Answered	2	15.38%

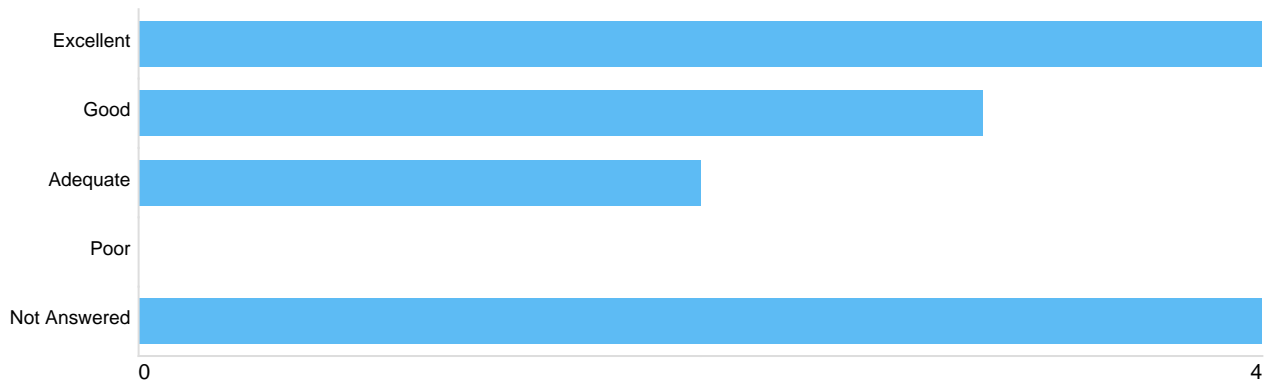
Matrix 1 - Availability of Chapel Times



Option	Total	Percent
Excellent	2	15.38%
Good	7	53.85%
Adequate	2	15.38%
Poor	0	0%
Not Answered	2	15.38%

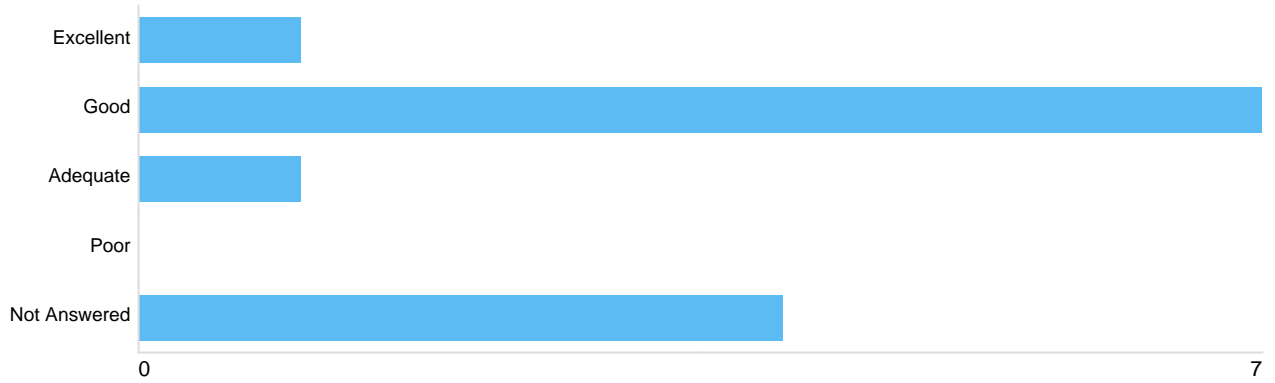
Question 13: Please indicate your satisfaction with the crematoria service at Yardley Crematorium by ticking the box you think is most appropriate

Matrix 1 - The Lighting Levels



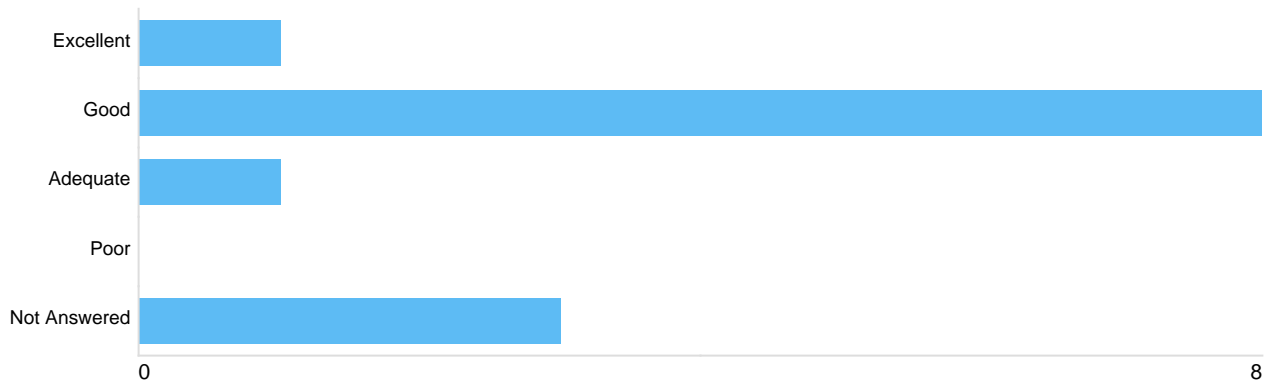
Option	Total	Percent
Excellent	4	30.77%
Good	3	23.08%
Adequate	2	15.38%
Poor	0	0%
Not Answered	4	30.77%

Matrix 1 - The Heating



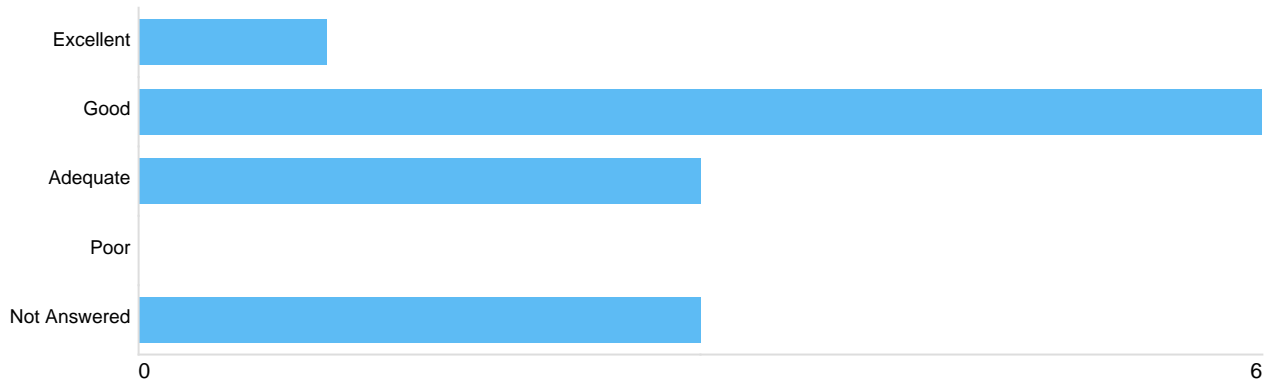
Option	Total	Percent
Excellent	1	7.69%
Good	7	53.85%
Adequate	1	7.69%
Poor	0	0%
Not Answered	4	30.77%

Matrix 1 - The Ventilation



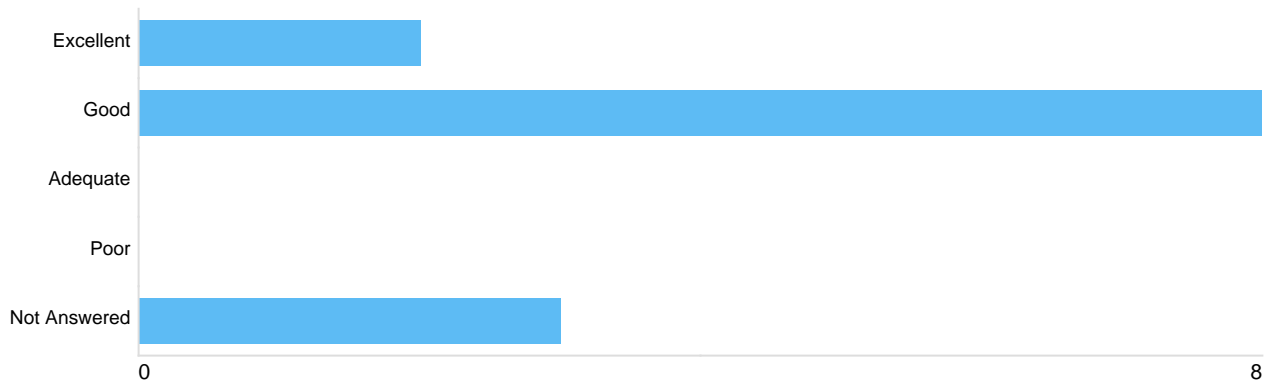
Option	Total	Percent
Excellent	1	7.69%
Good	8	61.54%
Adequate	1	7.69%
Poor	0	0%
Not Answered	3	23.08%

Matrix 1 - General Presentation



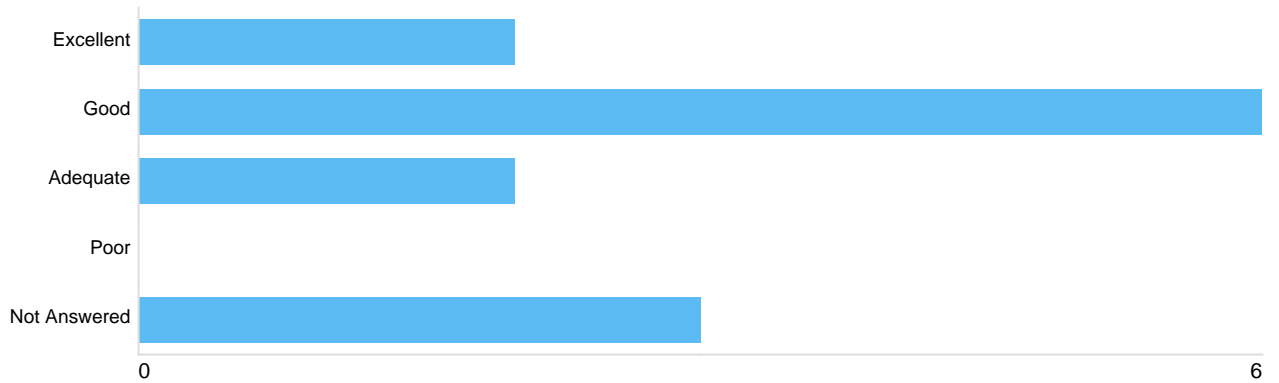
Option	Total	Percent
Excellent	1	7.69%
Good	6	46.15%
Adequate	3	23.08%
Poor	0	0%
Not Answered	3	23.08%

Matrix 1 - The Opening and Closing Times



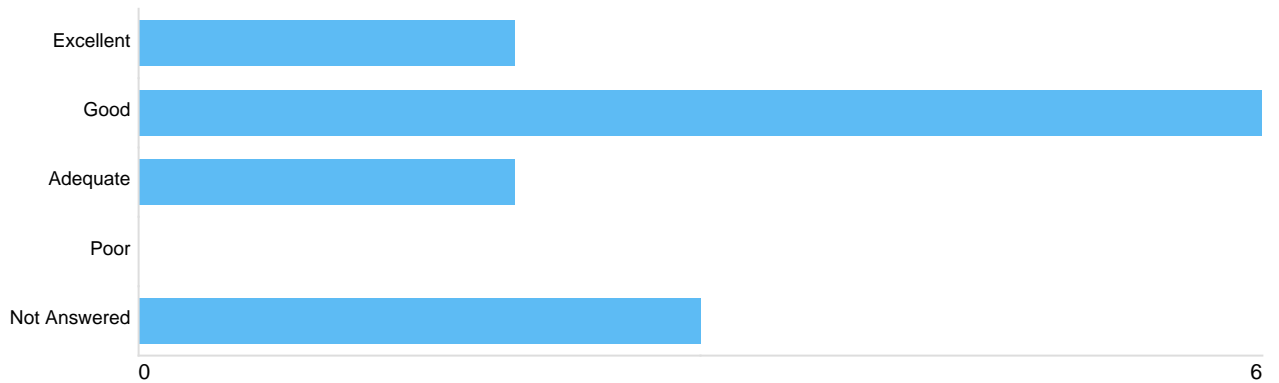
Option	Total	Percent
Excellent	2	15.38%
Good	8	61.54%
Adequate	0	0%
Poor	0	0%
Not Answered	3	23.08%

Matrix 1 - Cremation charges as value for money



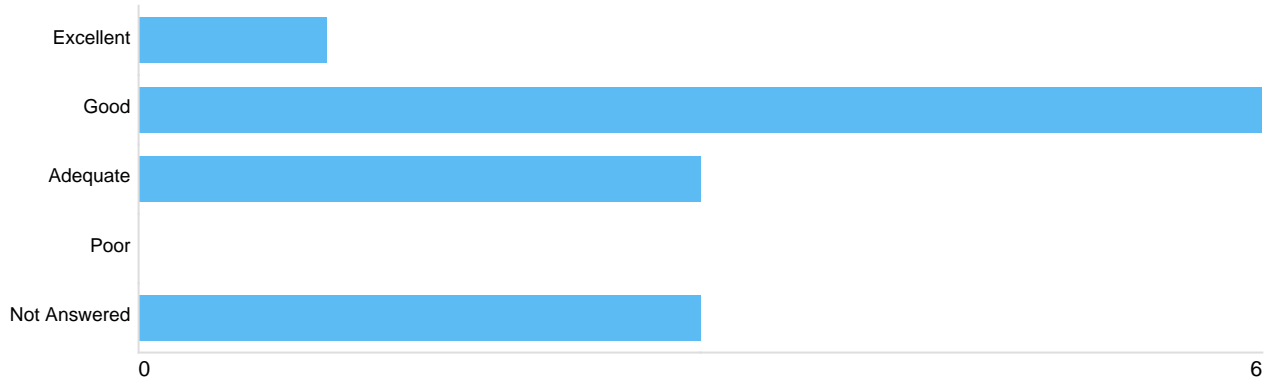
Option	Total	Percent
Excellent	2	15.38%
Good	6	46.15%
Adequate	2	15.38%
Poor	0	0%
Not Answered	3	23.08%

Matrix 1 - Upkeep of roads and pathways



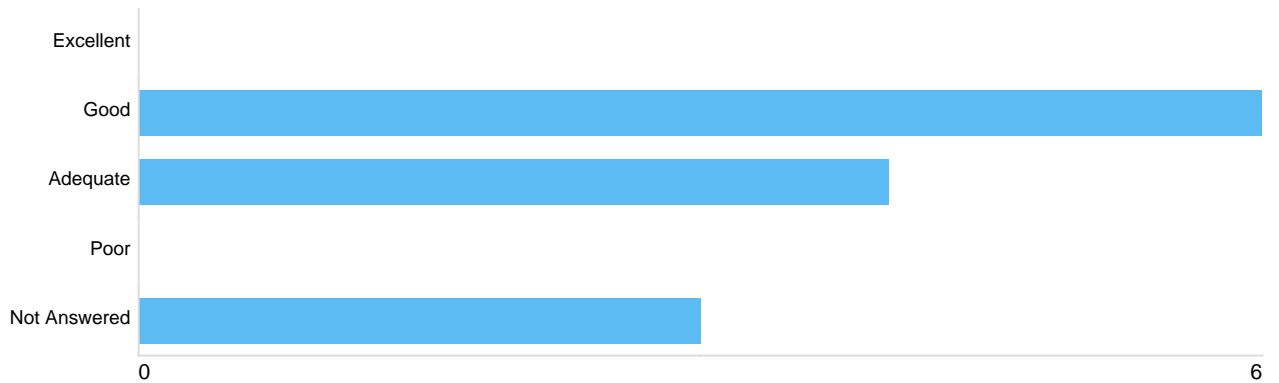
Option	Total	Percent
Excellent	2	15.38%
Good	6	46.15%
Adequate	2	15.38%
Poor	0	0%
Not Answered	3	23.08%

Matrix 1 - Standard of Grounds Maintenance



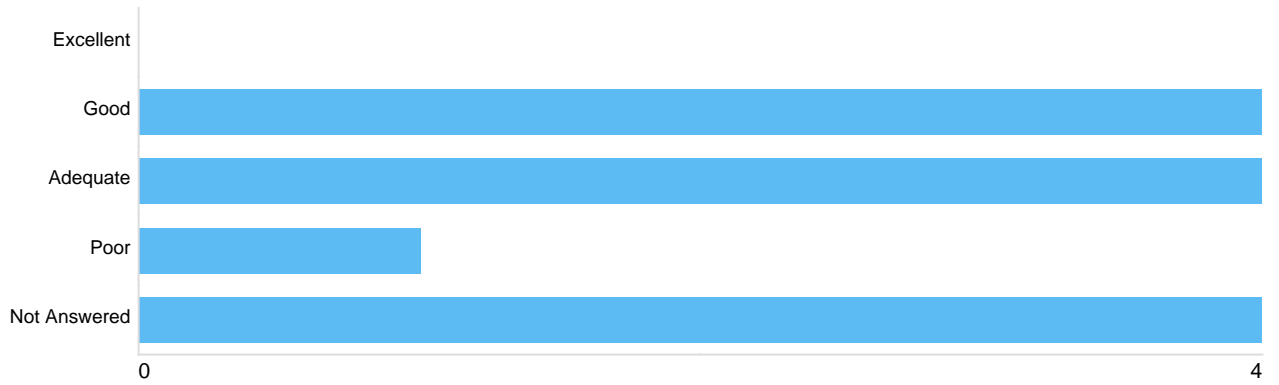
Option	Total	Percent
Excellent	1	7.69%
Good	6	46.15%
Adequate	3	23.08%
Poor	0	0%
Not Answered	3	23.08%

Matrix 1 - Floral Tribute Facilities



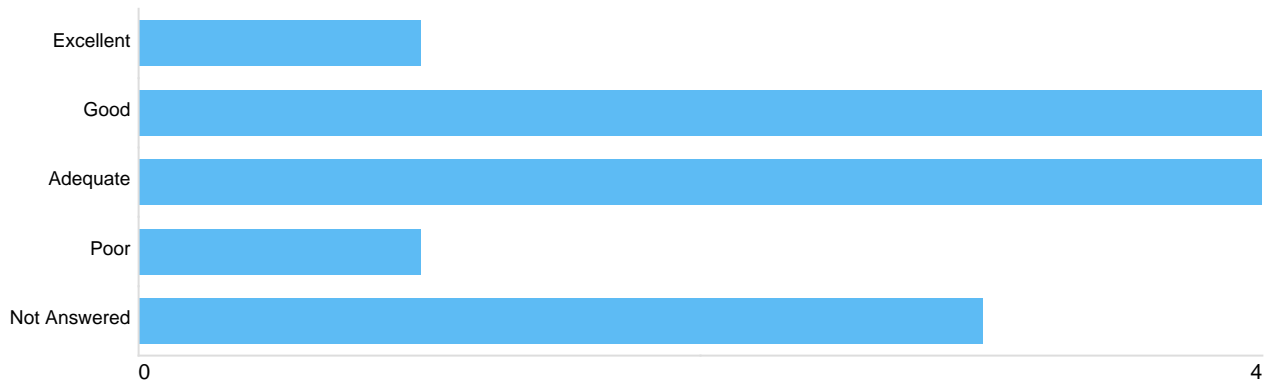
Option	Total	Percent
Excellent	0	0%
Good	6	46.15%
Adequate	4	30.77%
Poor	0	0%
Not Answered	3	23.08%

Matrix 1 - Waiting Room Facilities



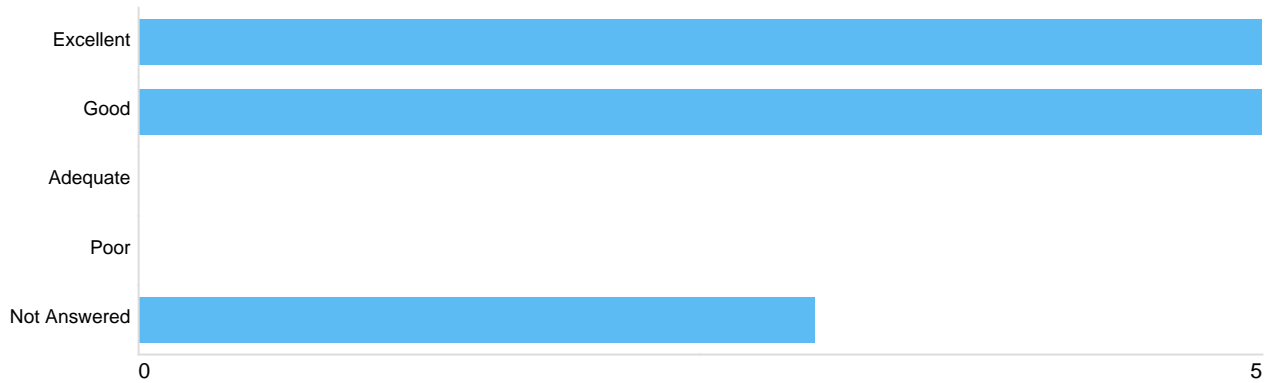
Option	Total	Percent
Excellent	0	0%
Good	4	30.77%
Adequate	4	30.77%
Poor	1	7.69%
Not Answered	4	30.77%

Matrix 1 - Parking Facilities



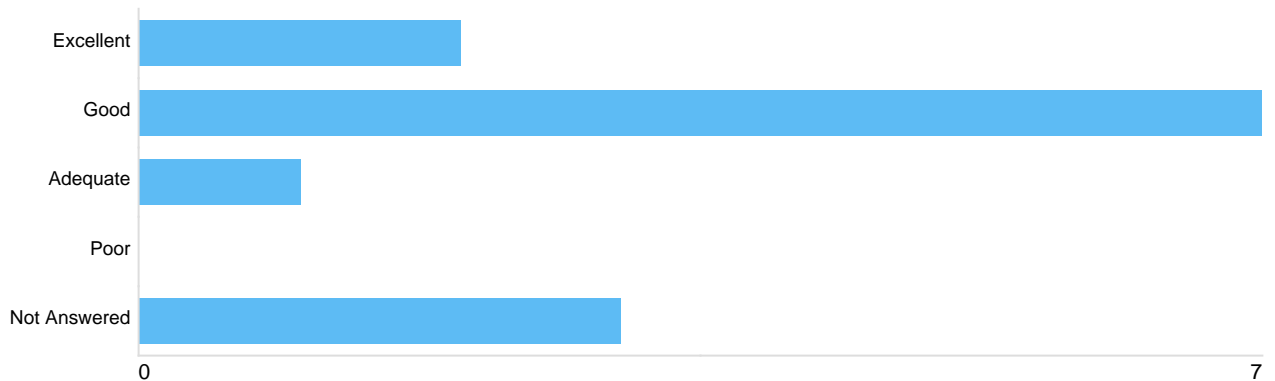
Option	Total	Percent
Excellent	1	7.69%
Good	4	30.77%
Adequate	4	30.77%
Poor	1	7.69%
Not Answered	3	23.08%

Matrix 1 - Access to the Crematoria Offices



Option	Total	Percent
Excellent	5	38.46%
Good	5	38.46%
Adequate	0	0%
Poor	0	0%
Not Answered	3	23.08%

Matrix 1 - Availability of Chapel Times



Option	Total	Percent
Excellent	2	15.38%
Good	7	53.85%
Adequate	1	7.69%
Poor	0	0%
Not Answered	3	23.08%

Question 14: Do you have any suggestions for improvement? If yes, please indicate for which site

Suggestions for improvement

There were 4 responses to this part of the question.

Question 15: Do you have any comments in relation to charges?

Comments in relation to charges

There were 3 responses to this part of the question.

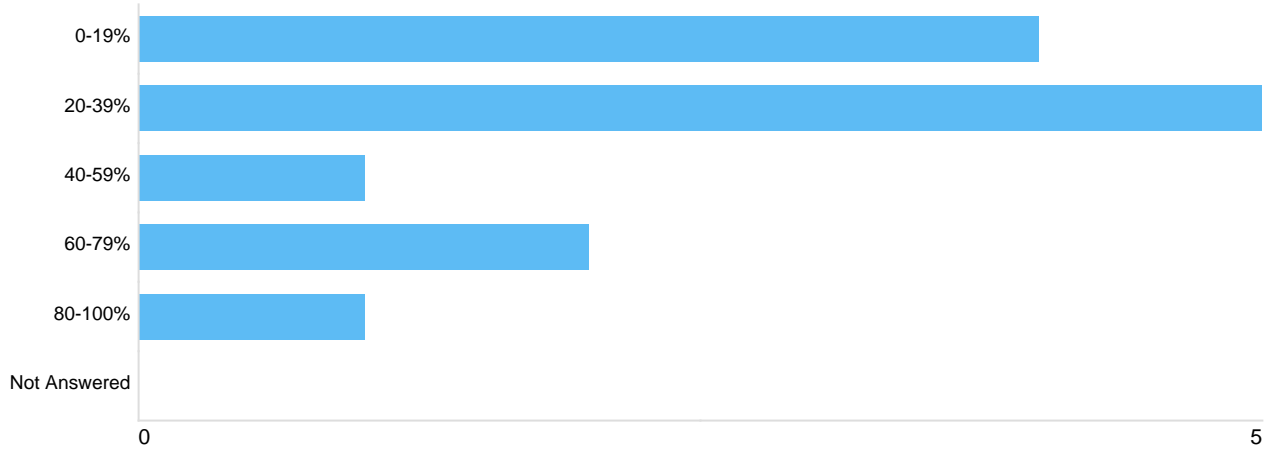
Question 16: What are the factors that influence your client's choice to use one of the City Council's crematoria?

Factors influence clients choice

There were 7 responses to this part of the question.

Question 17: In a year what percentage of your service users would choose a Birmingham City Council Crematorium?

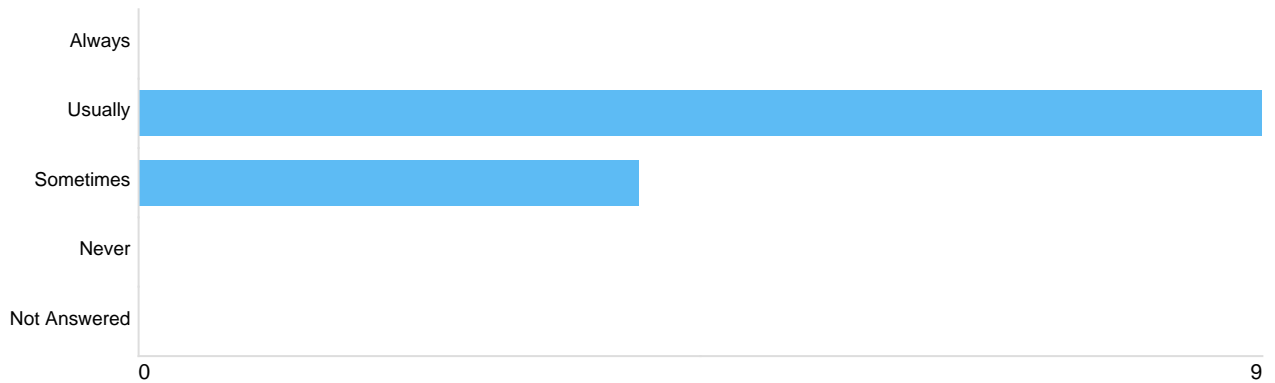
% choose BCC Cemetery



Option	Total	Percent
0-19%	4	30.77%
20-39%	5	38.46%
40-59%	1	7.69%
60-79%	2	15.38%
80-100%	1	7.69%
Not Answered	0	0%

Question 18: Are you generally able to book the time/date you want?

Book time and date want



Option	Total	Percent
Always	0	0%
Usually	9	69.23%
Sometimes	4	30.77%
Never	0	0%
Not Answered	0	0%

Question 19: Any comments in relation to booking the date/time you want?

Comments re booking date/time

There were 0 responses to this part of the question.

Question 20: 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 provision has proved inadequate for your clients needs and alternative arrangements have been made for cremation outside the City where large coffins are accepted

Coffin sizes

There were 4 responses to this part of the question.

Question 21: 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?

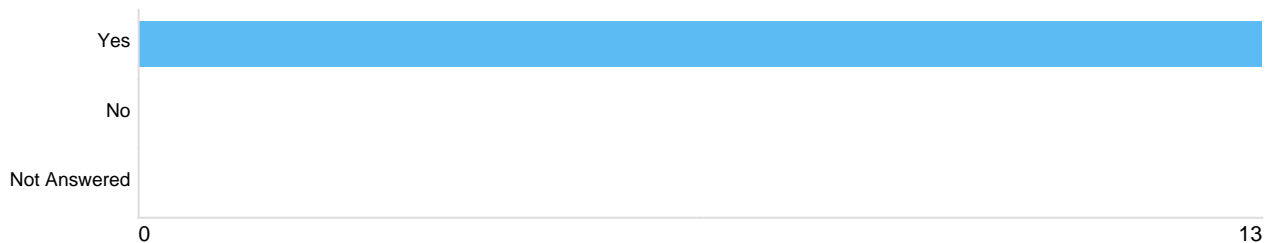
Q22



Option	Total	Percent
Yes	10	76.92%
No	2	15.38%
Not Answered	1	7.69%

Question 22: Do you regularly use email as a method of personal communication within your business?

Use email for business



Option	Total	Percent
Yes	13	100.00%
No	0	0%
Not Answered	0	0%

Question 23: 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 6 responses to this part of the question.

Question 24: Do you find it easy to contact service managers within Bereavement Services?

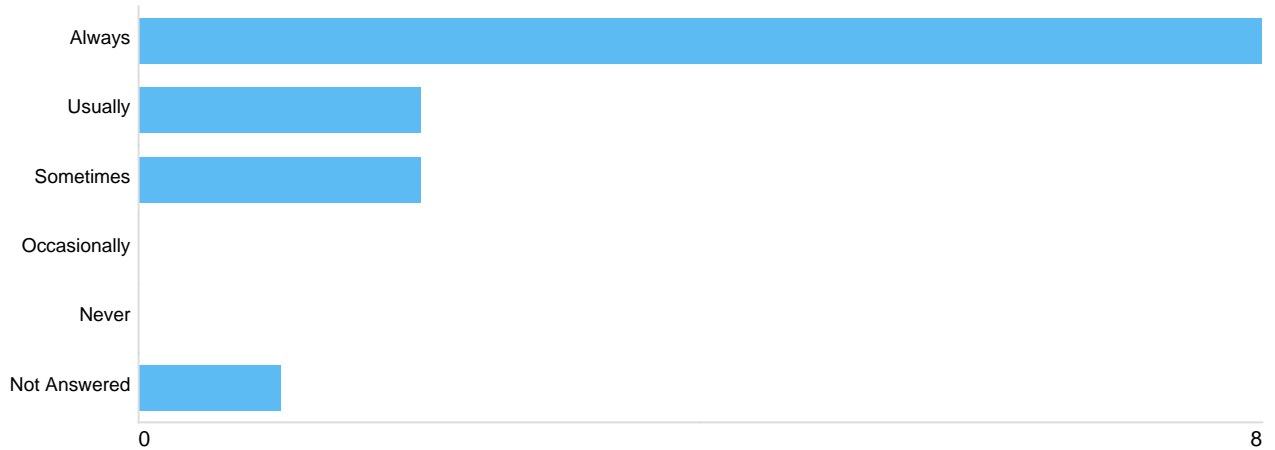
Easy to contact managers



Option	Total	Percent
Yes	9	69.23%
No	2	15.38%
Not Answered	2	15.38%

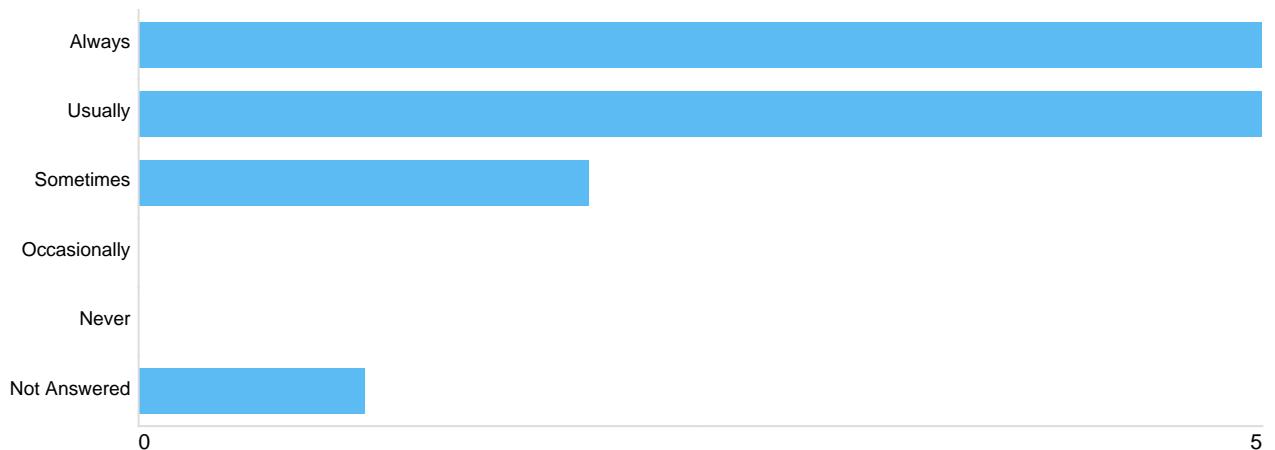
Question 25: What is your overall satisfaction with managers within Bereavement Services?

Matrix 1 - Bereavement Service Managers are empathetic and respectful in everything they do



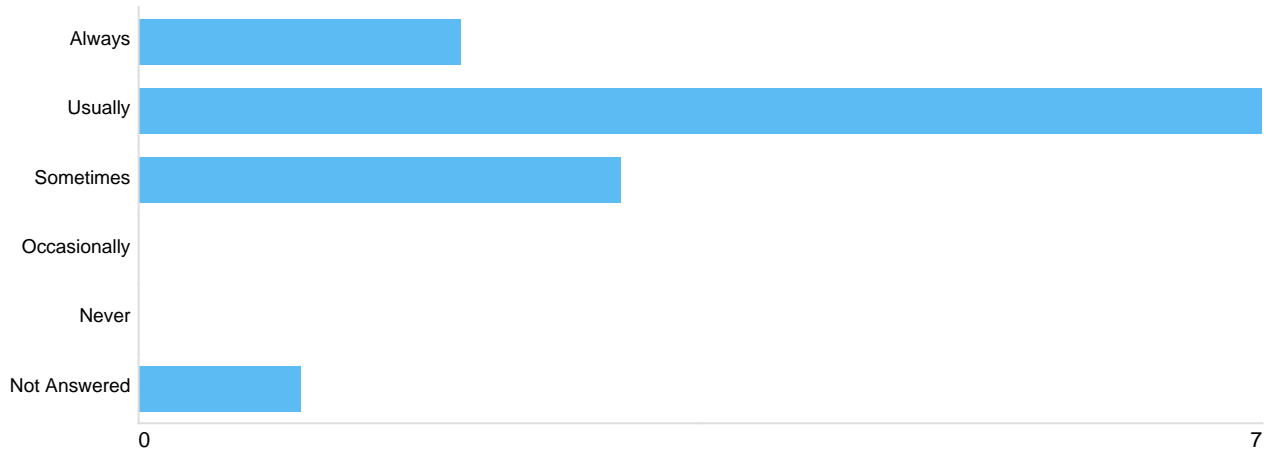
Option	Total	Percent
Always	8	61.54%
Usually	2	15.38%
Sometimes	2	15.38%
Occasionally	0	0%
Never	0	0%
Not Answered	1	7.69%

Matrix 1 - Bereavement Service Managers are true to their word



Option	Total	Percent
Always	5	38.46%
Usually	5	38.46%
Sometimes	2	15.38%
Occasionally	0	0%
Never	0	0%
Not Answered	1	7.69%

Matrix 1 - Bereavement Service Managers get things right first time



Option	Total	Percent
Always	2	15.38%
Usually	7	53.85%
Sometimes	3	23.08%
Occasionally	0	0%
Never	0	0%
Not Answered	1	7.69%

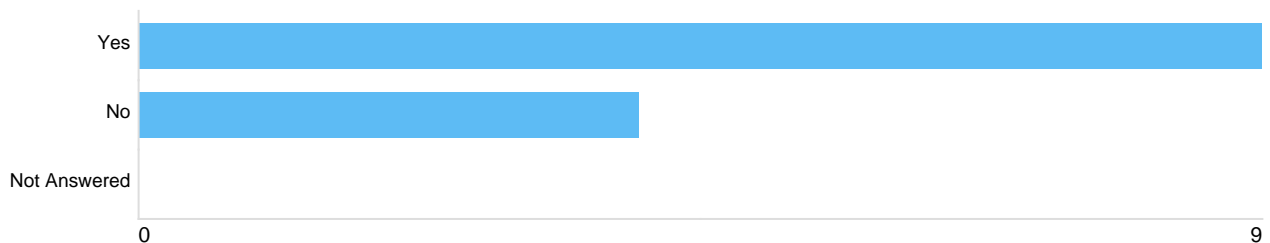
Question 26: Do you have any comments you would like to make in relation to the management team within Bereavement Services?

Do you have any comments you would like to make in relation to the management team?

There were 1 responses to this part of the question.

Question 27: Do you feel that this questionnaire is an effective method of consultation with Funeral Directors?

Questionnaire effective method of communication



Option	Total	Percent
Yes	9	69.23%
No	4	30.77%
Not Answered	0	0%

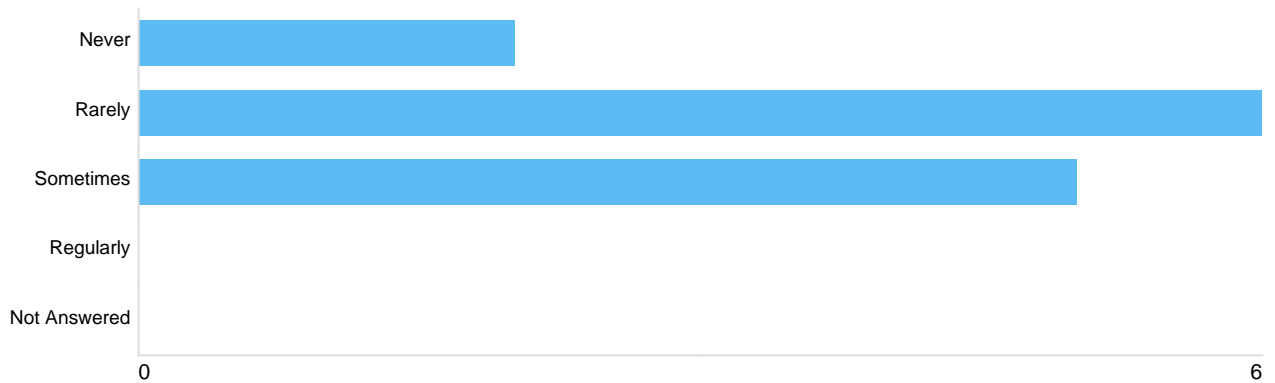
Question 28: If no, what is your preferred method of consultation?

Preferred method of consultation

There were 1 responses to this part of the question.

Question 29: How often do you use the 9:00am service?

How often use 9am service



Option	Total	Percent
Never	2	15.38%
Rarely	6	46.15%
Sometimes	5	38.46%
Regularly	0	0%
Not Answered	0	0%

Question 30: If a 4:00pm service booking time was available how likely would you be to book it?

How often use 4pm service time



Option	Total	Percent
Never	0	0%
Rarely	2	15.38%
Sometimes	9	69.23%
Regularly	1	7.69%
Not Answered	1	7.69%

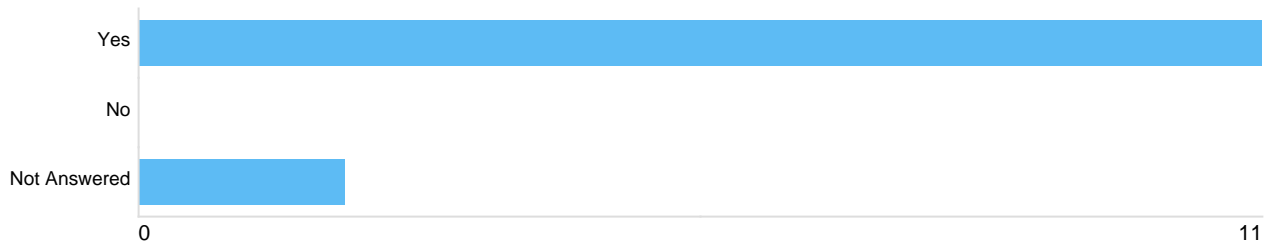
Question 31: Are there any instances where a family choose to use a non Birmingham City Council Crematorium because we do not provide the required facilities/services to meet their requirements? If yes, please give some examples

Family not use as do not provide facilities

There were 9 responses to this part of the question.

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

Satisfy the cultural/religious requirements of client



Option	Total	Percent
Yes	11	84.62%
No	0	0%
Not Answered	2	15.38%

Question 33: If no, please comment

If no to satisfy cultural/religious requirements

There were **0** 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

Any comments or suggestions

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