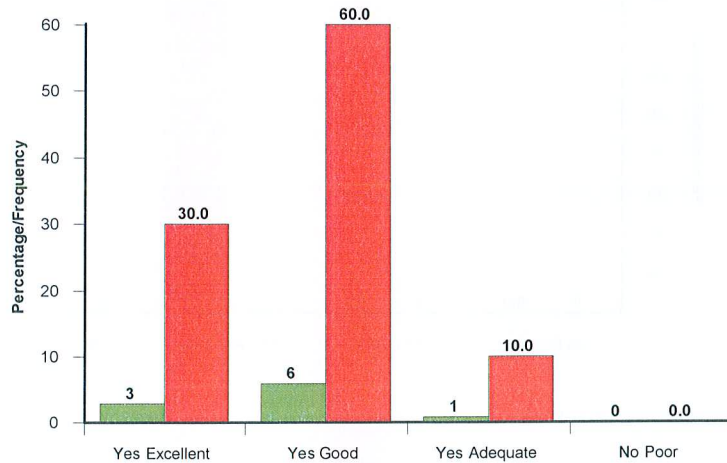


# BRANDWOOD END CEMETERY

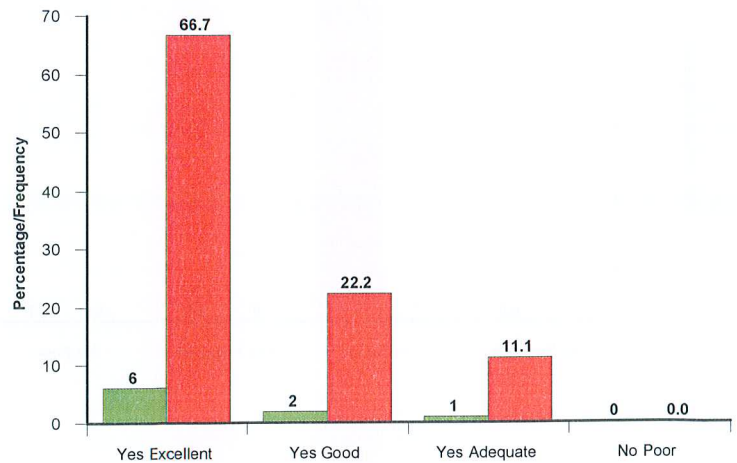
## 10 Questionnaires Returned

Ref: BWE0113  
31st March 2013

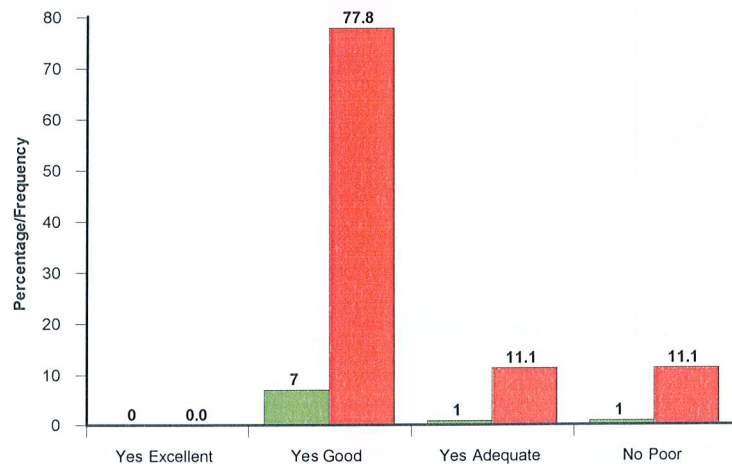
What is your overall impression of the Council's Cemeteries and Crematoria Services?



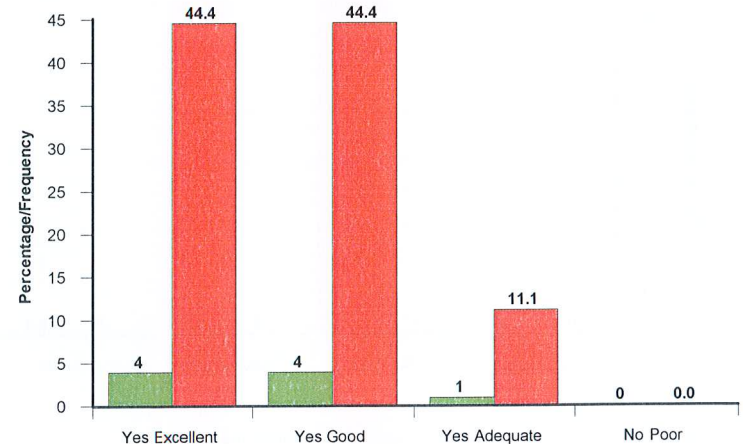
Did you find the Council's staff to be helpful and courteous?



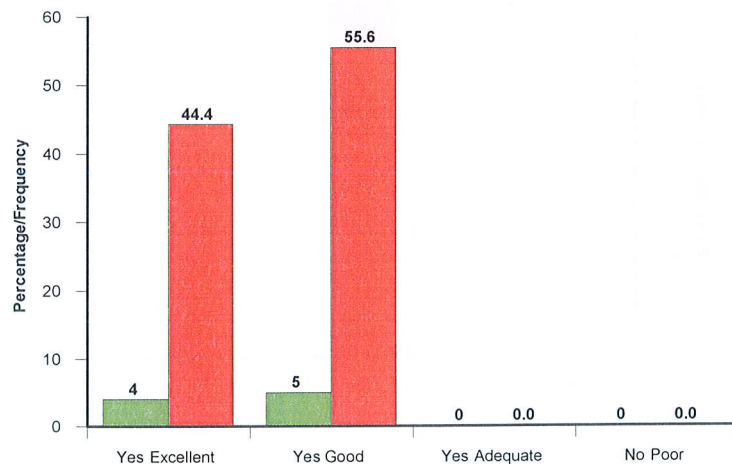
Do you consider the Council's charges to be reasonable in relation to the overall cost of the funeral?



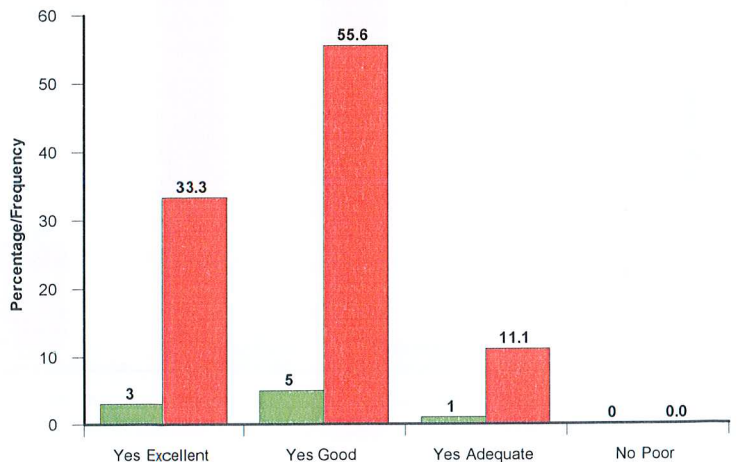
Have you found the Cemetery/Crematorium employees dressed appropriately for the service that is being provided?



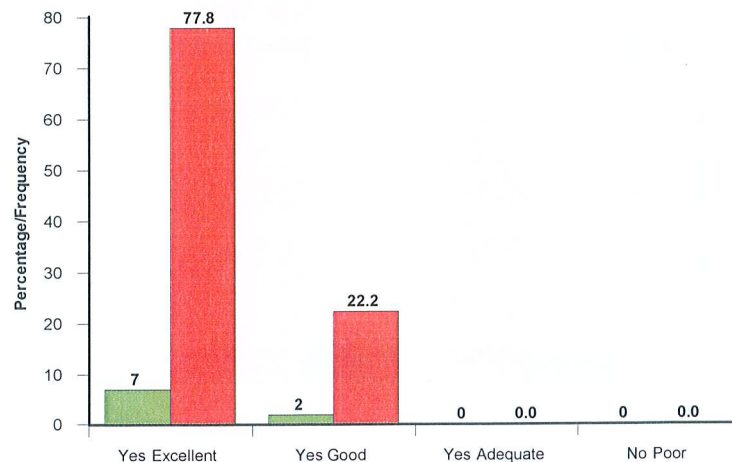
Was the service provided at the time and place you specified?



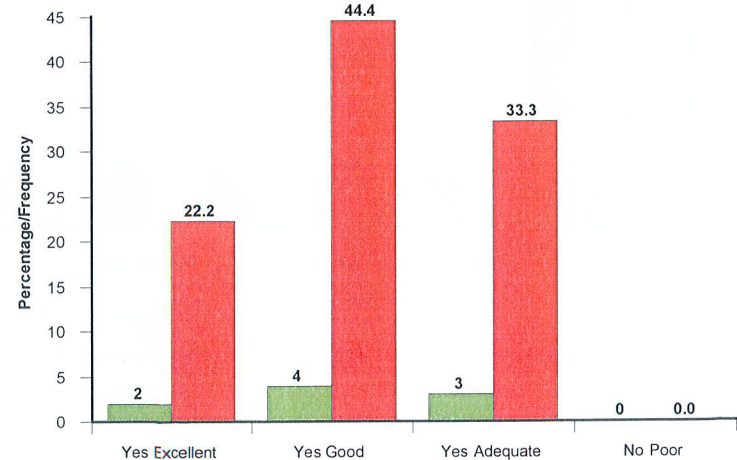
Was the literature provided clear and understandable?



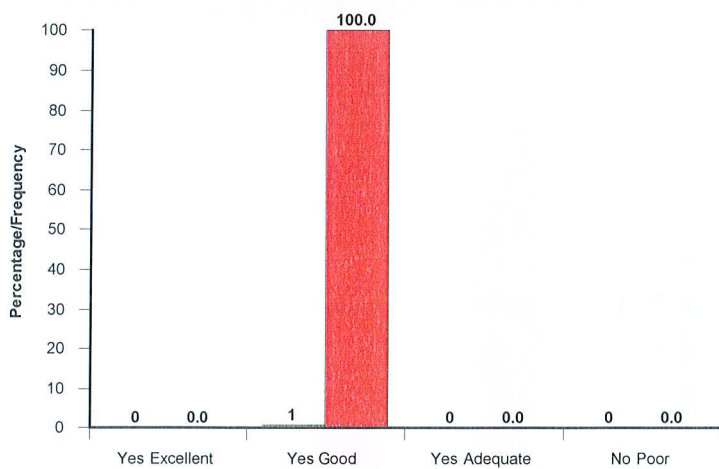
Was the grave preparation to your satisfaction?



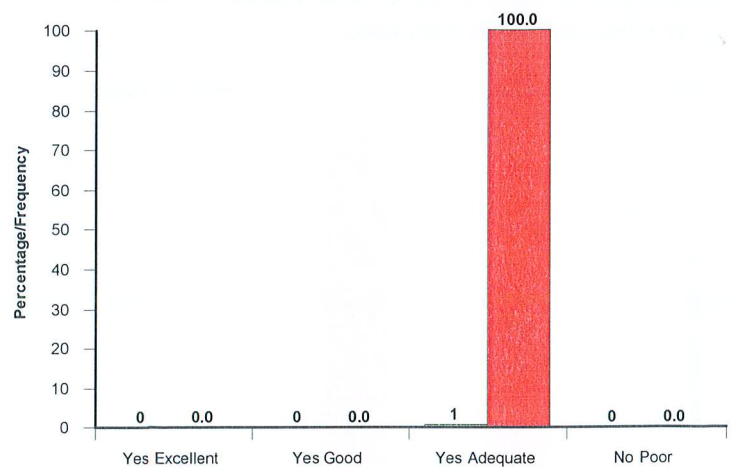
What do you think of the standard of grounds maintenance in the City Cemeteries?



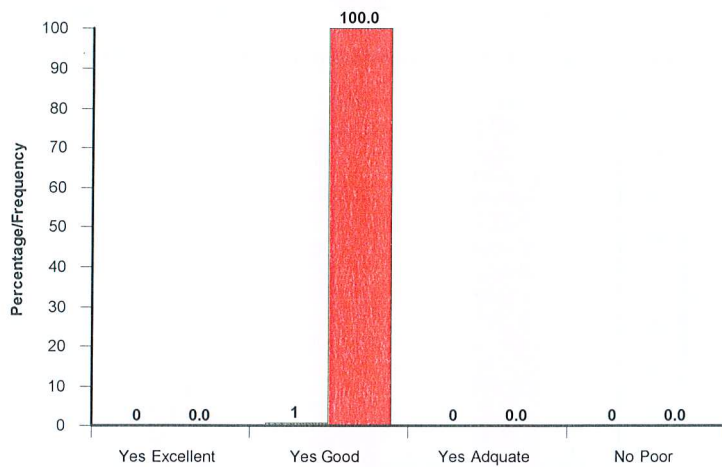
Were you satisfied with the cleanliness and appearance of the Crematorium Chapel?



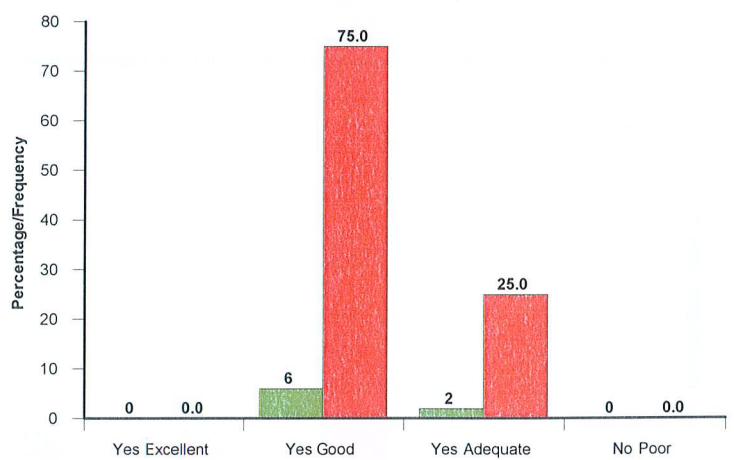
Were there ample service and hymn books available in the Chapel?



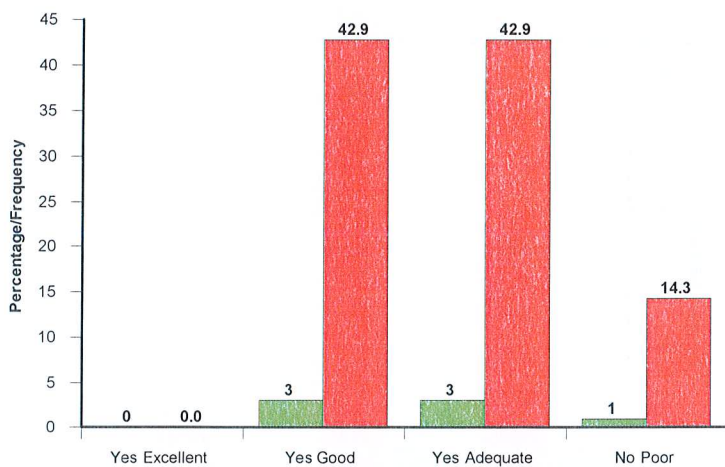
What do you think of the standard of the grounds at the Crematorium?



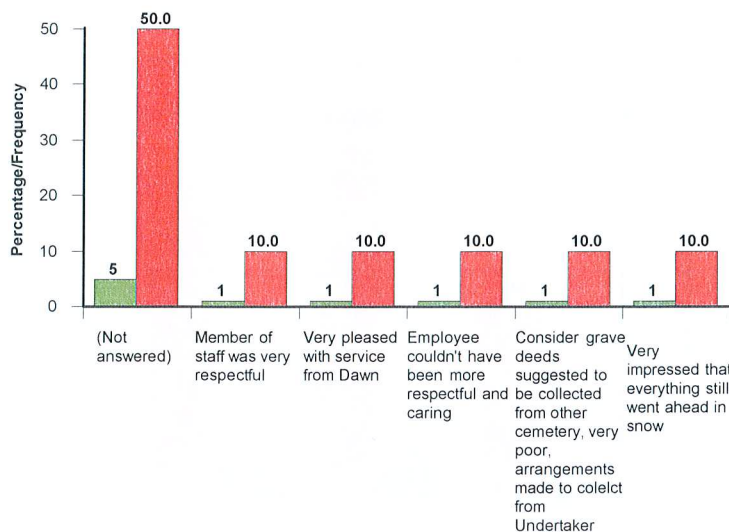
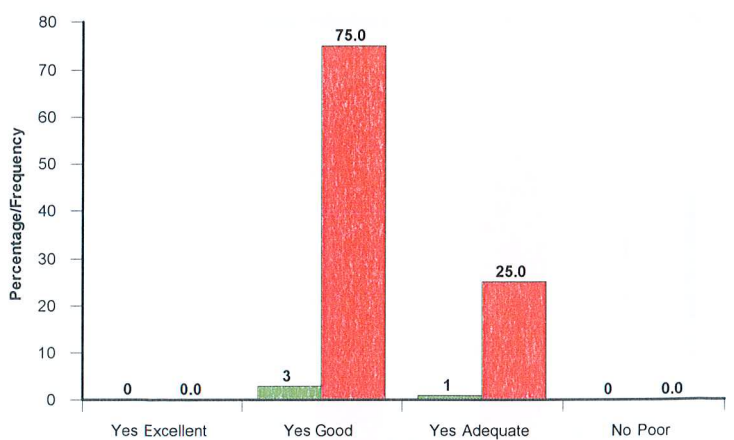
What do you think of the Council's memorialisation schemes (e.g. plaques, kerbs)?



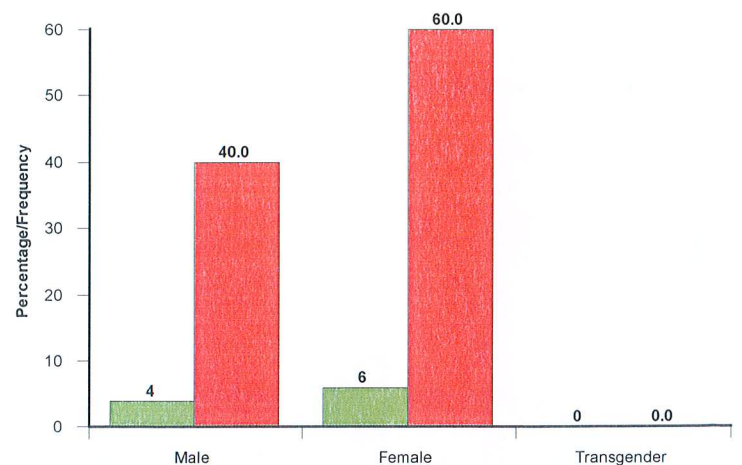
Do you consider the charges for memorialisation schemes to be reasonable?



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

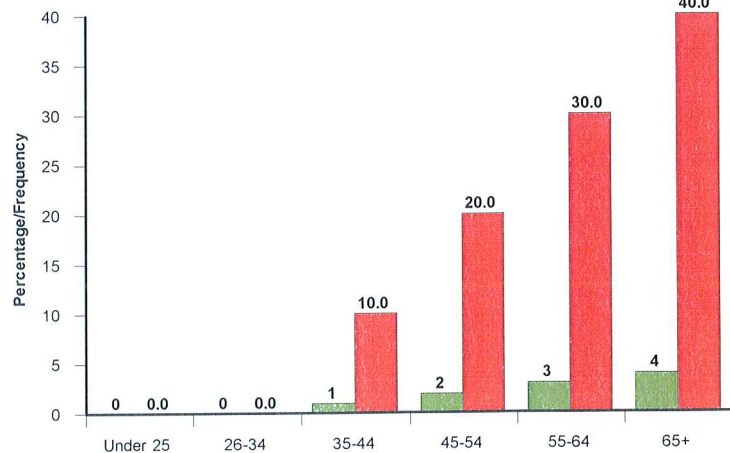


Are You?

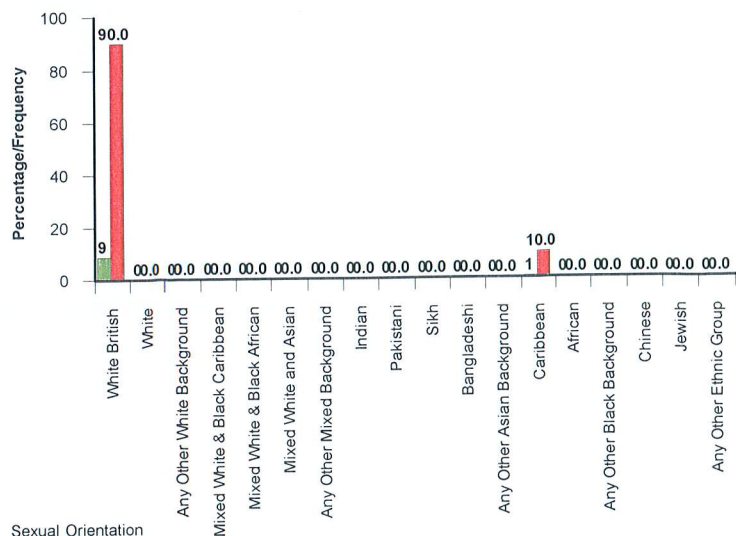


Which of the following age categories do you fit into?

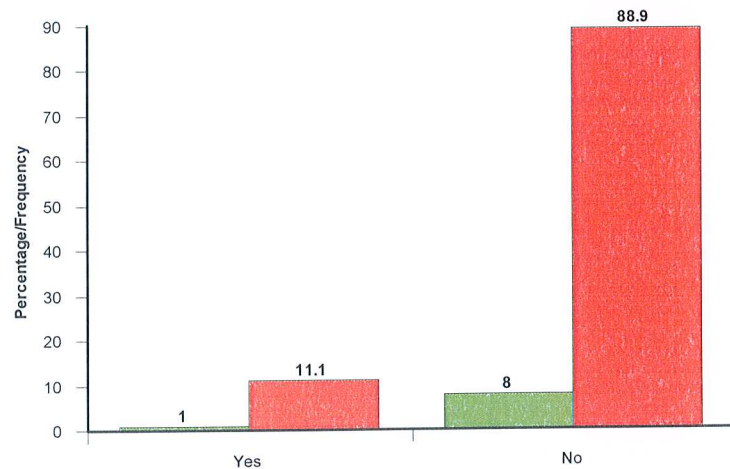
Comments



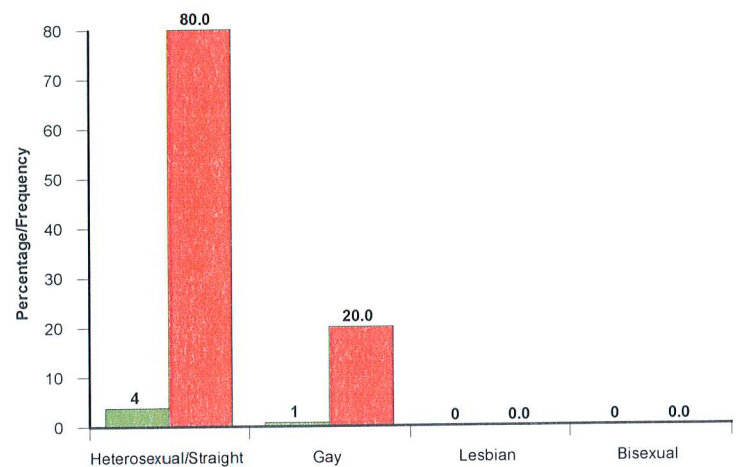
Ethnic Origin



Do you have a Disability



Sexual Orientation







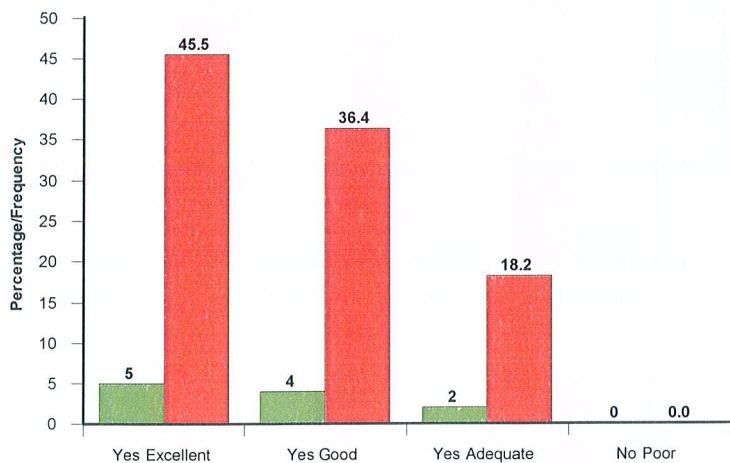
# KINGS NORTON CEMETERY

## 12 Questionnaires Returned

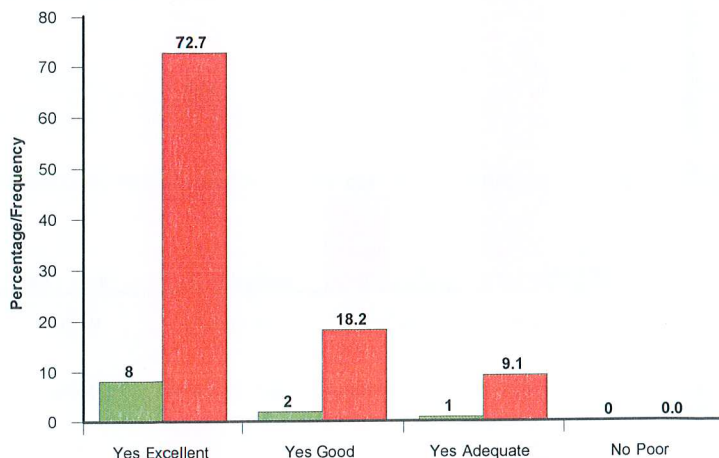
Ref: KNOR0113

31st March 2013

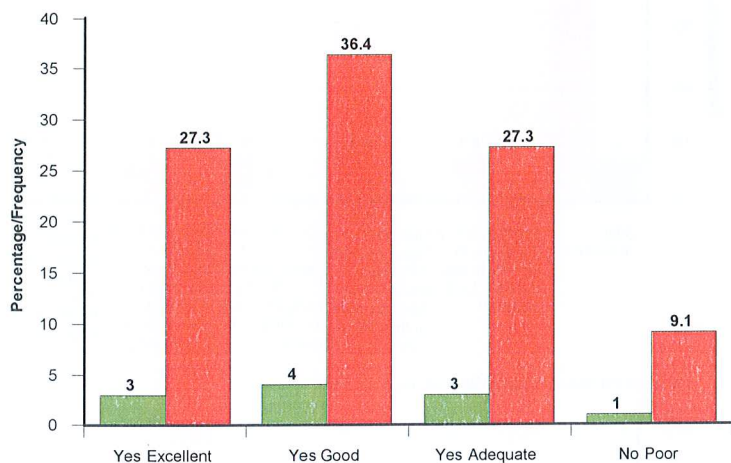
What is your overall impression of the Council's Cemeteries and Crematoria Services?



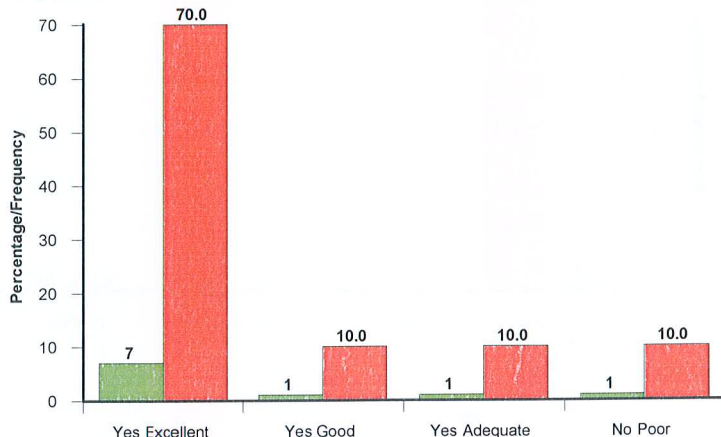
Did you find the Council's staff to be helpful and courteous?



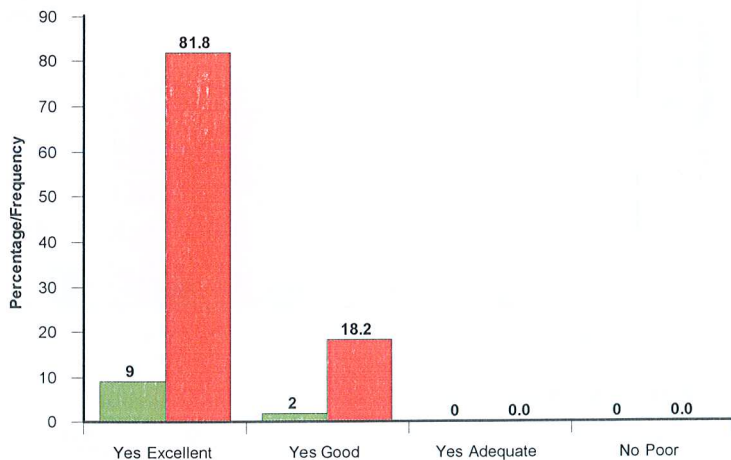
Do you consider the Council's charges to be reasonable in relation to the overall cost of the funeral?



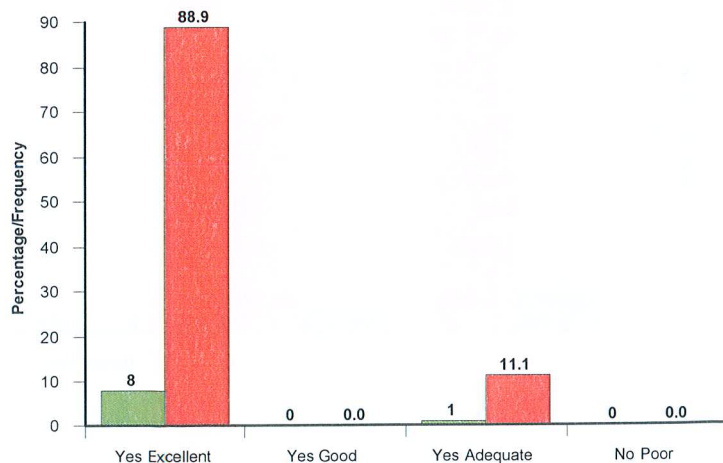
Have you found the Cemetery/Crematorium employees dressed appropriately for the service that is being provided?



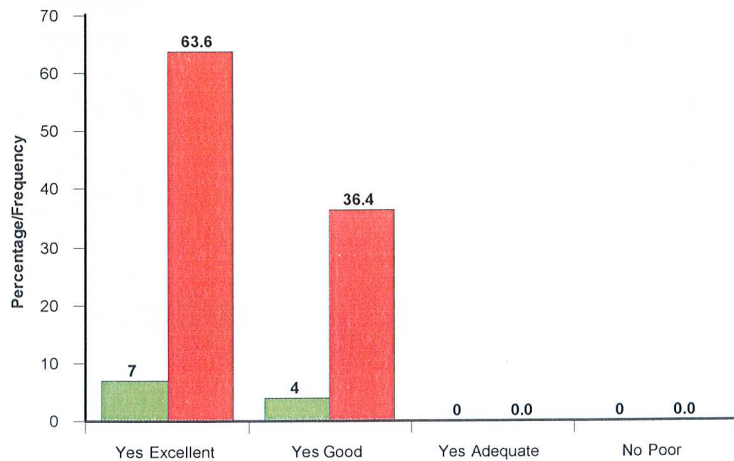
Was the service provided at the time and place you specified?



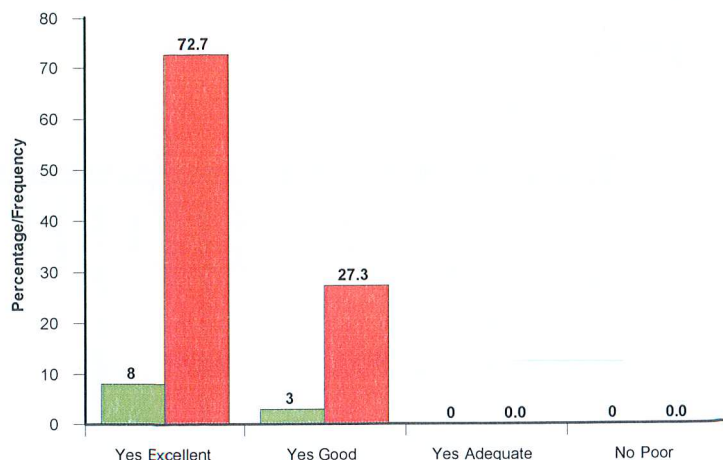
Was the literature provided clear and understandable?



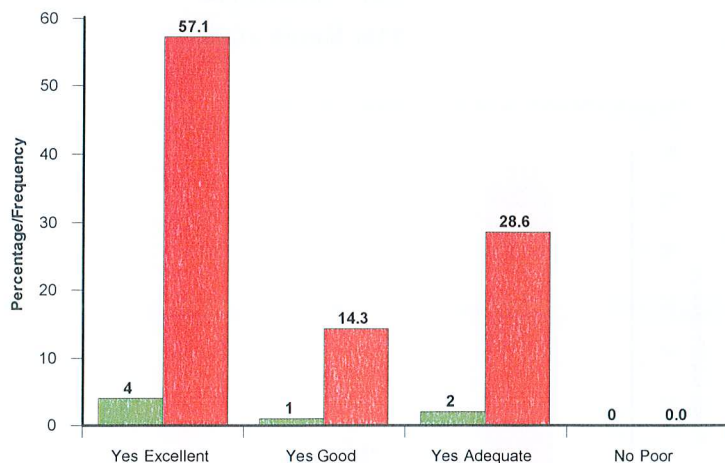
Was the grave preparation to your satisfaction?



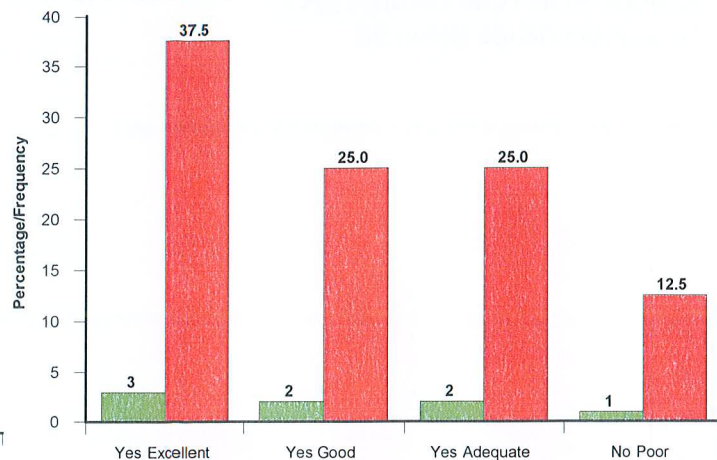
What do you think of the standard of grounds maintenance in the City Cemeteries?



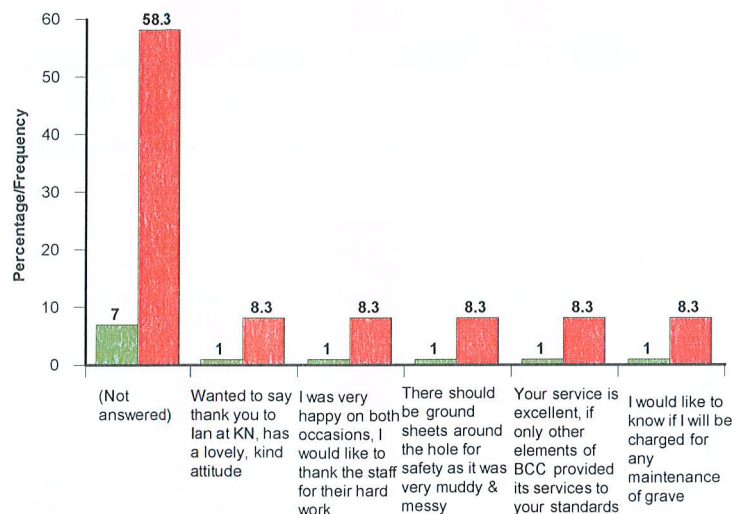
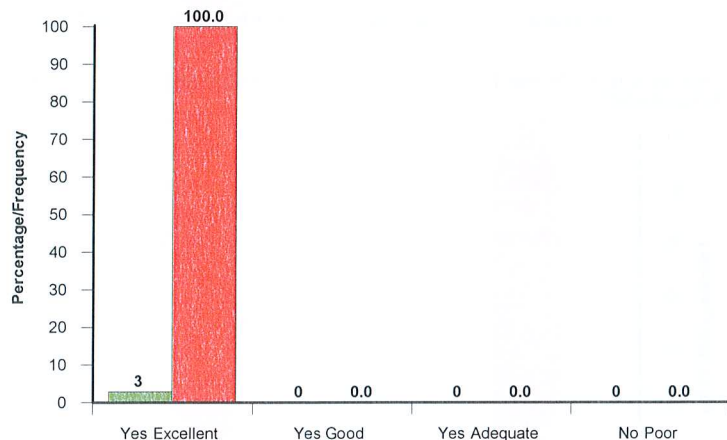
What do you think of the Council's memorialisation schemes (e.g. plaques, kerbs)?



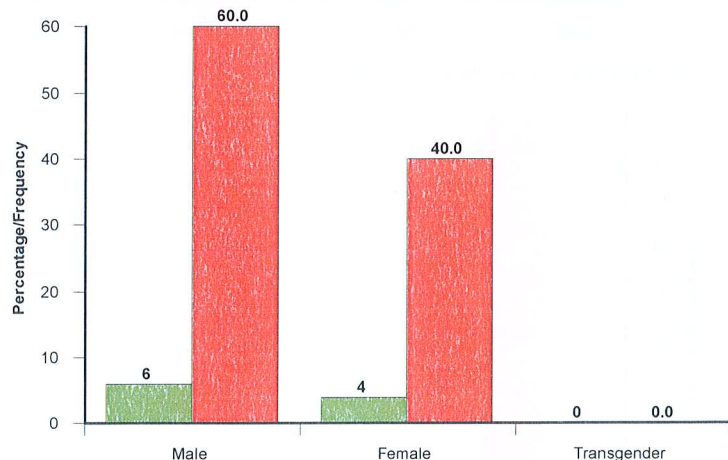
Do you consider the charges for memorialisation schemes to be reasonable?



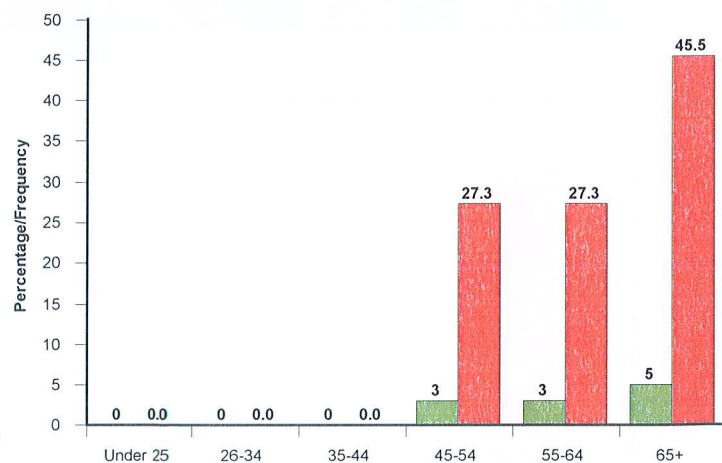
Are you satisfied with the choice of cremation memorials provided? If no, please provide further details on leaf



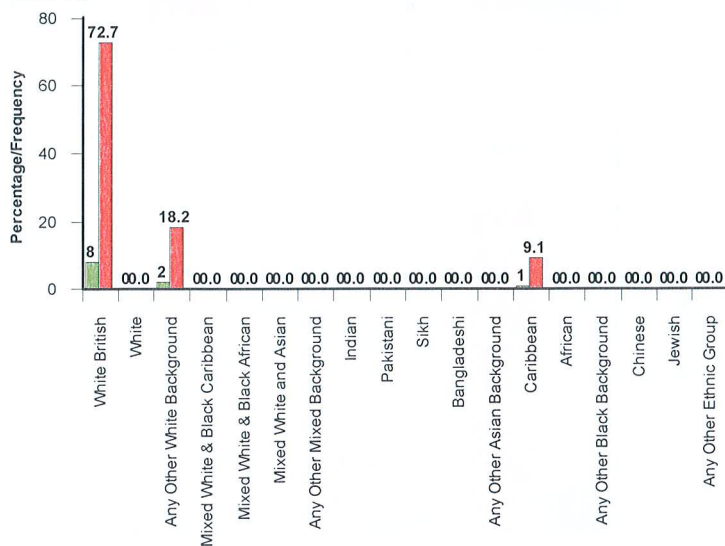
Are You?



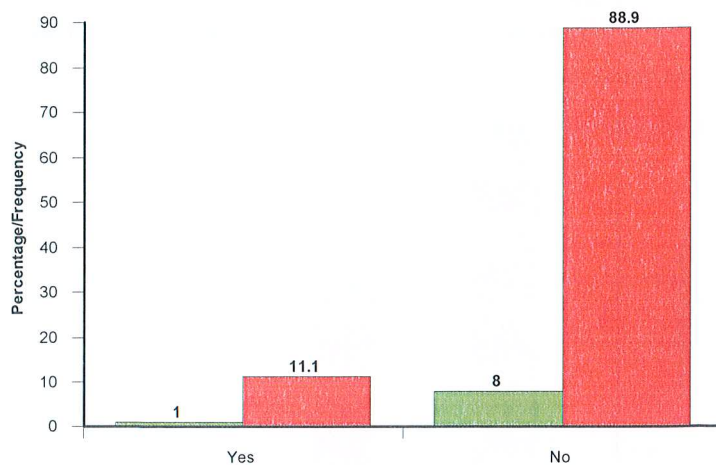
Which of the following age categories do you fit into?



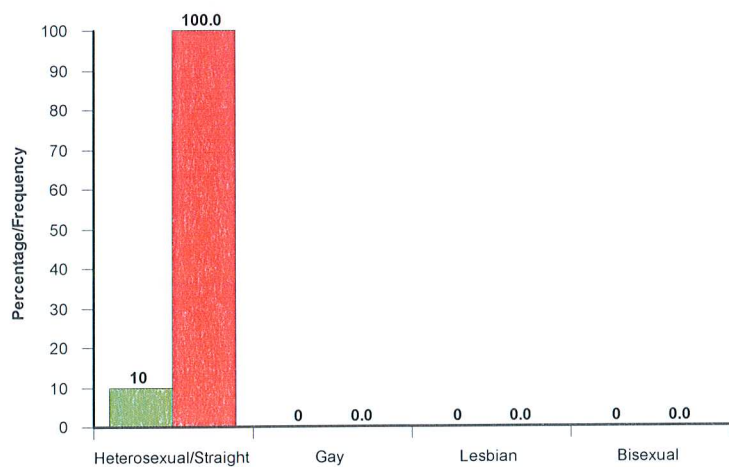
Ethnic Origin



Do you have a Disability



Sexual Orientation





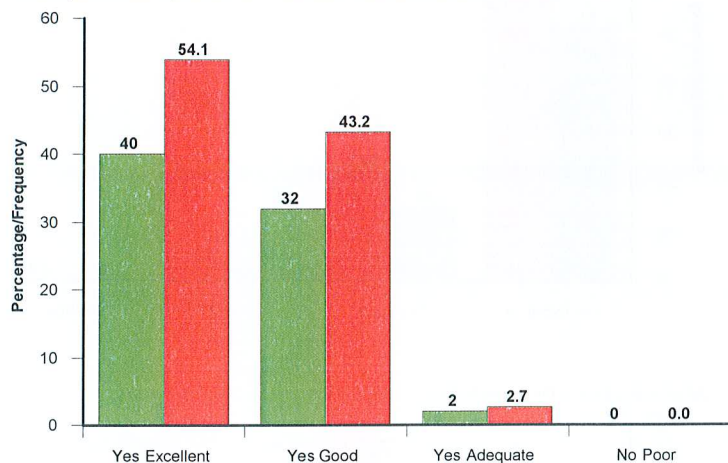


# LODGE HILL CEMETERY & CREMATORIUM

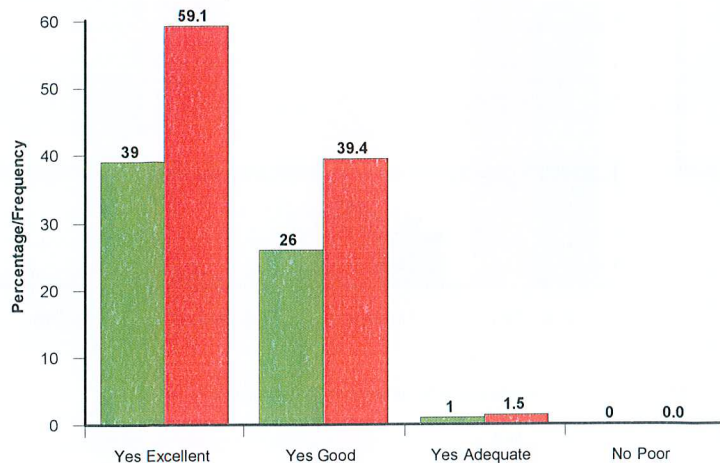
## 77 Questionnaires Returned

Ref: LHIL0113  
31st March 2013

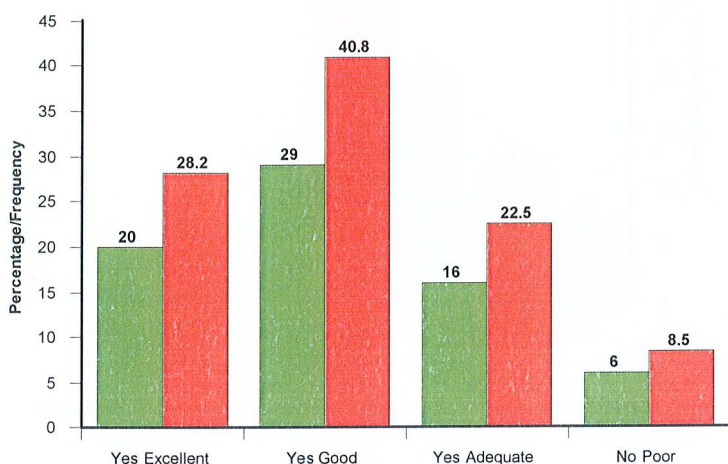
What is your overall impression of the Council's Cemeteries and Crematoria Services?



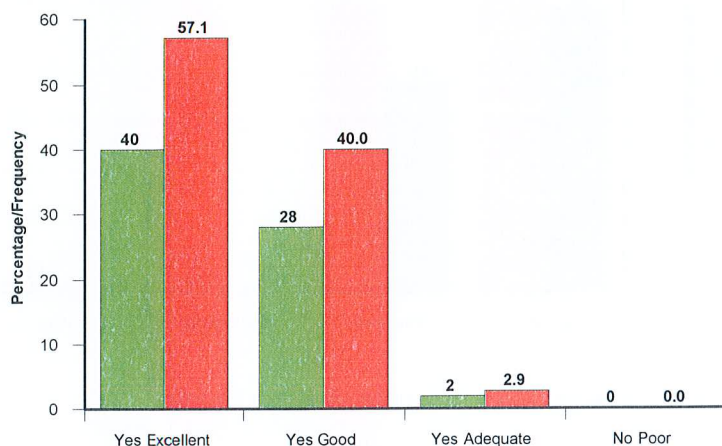
Did you find the Council's staff to be helpful and courteous?



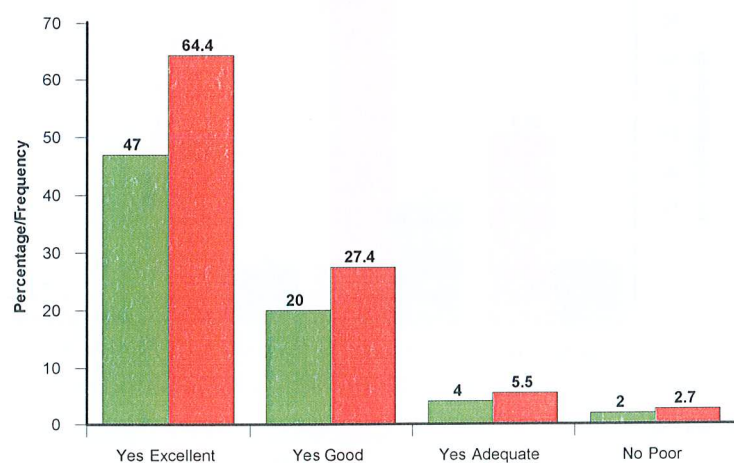
Do you consider the Council's charges to be reasonable in relation to the overall cost of the funeral?



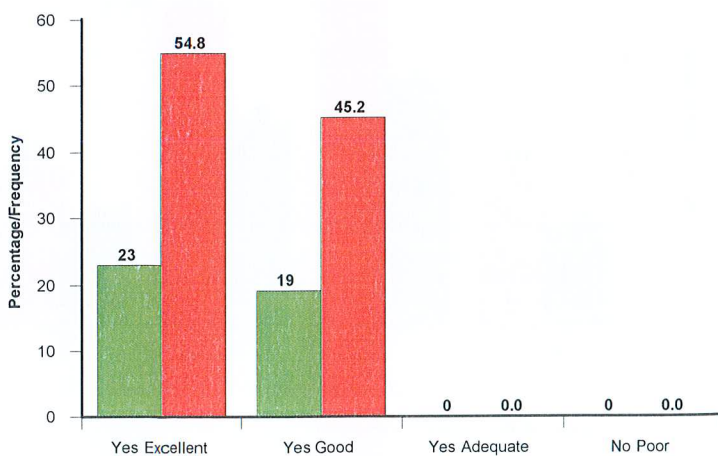
Have you found the Cemetery/Crematorium employees dressed appropriately for the service that is being provided?



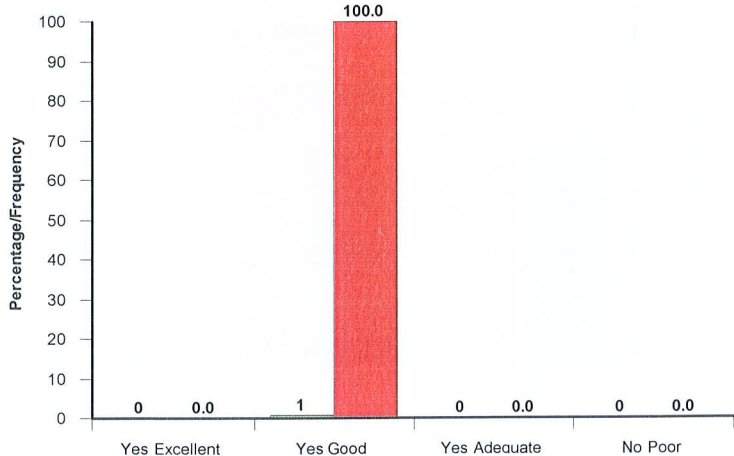
Was the service provided at the time and place you specified?



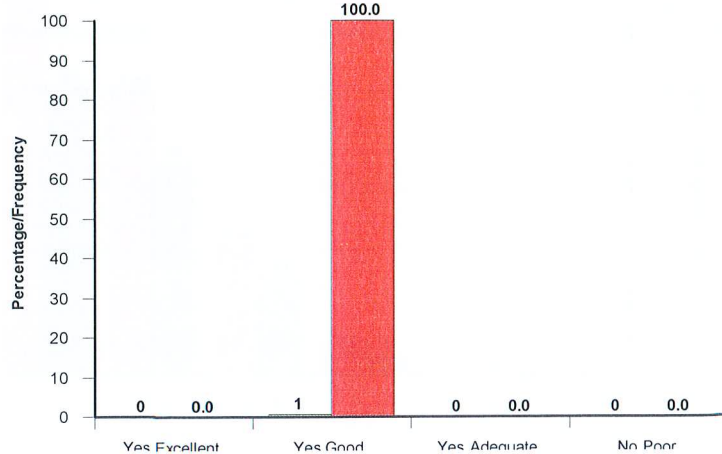
Was the literature provided clear and understandable?



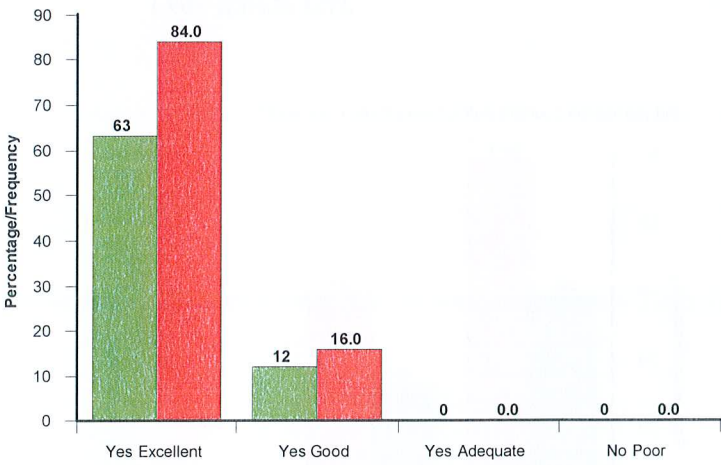
Was the grave preparation to your satisfaction?



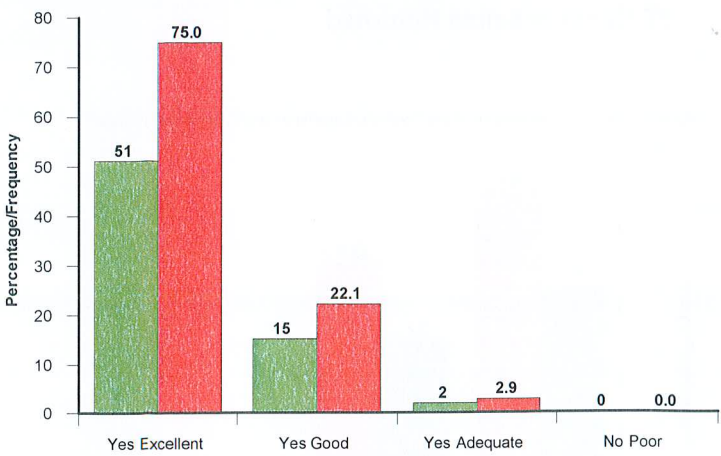
What do you think of the standard of grounds maintenance in the City Cemeteries?



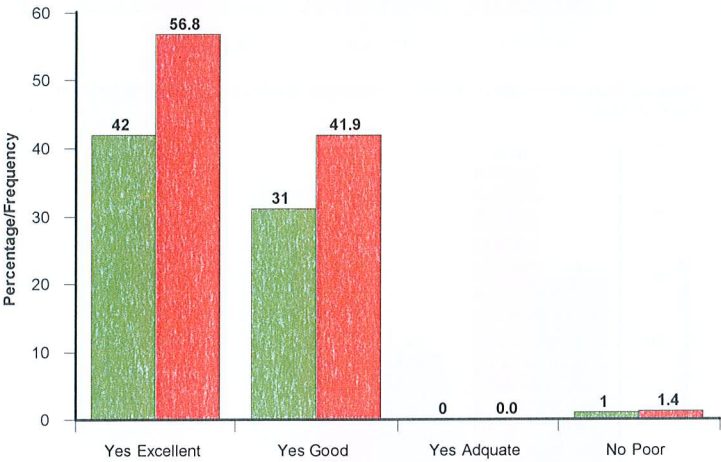
Were you satisfied with the cleanliness and appearance of the Crematorium Chapel?



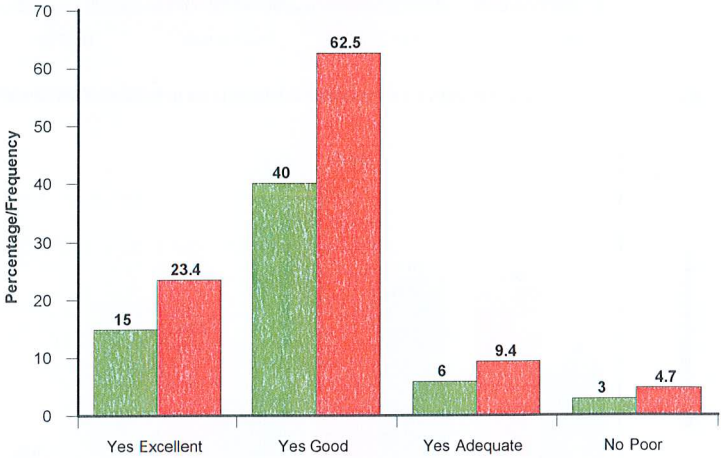
Were there ample service and hymn books available in the Chapel?



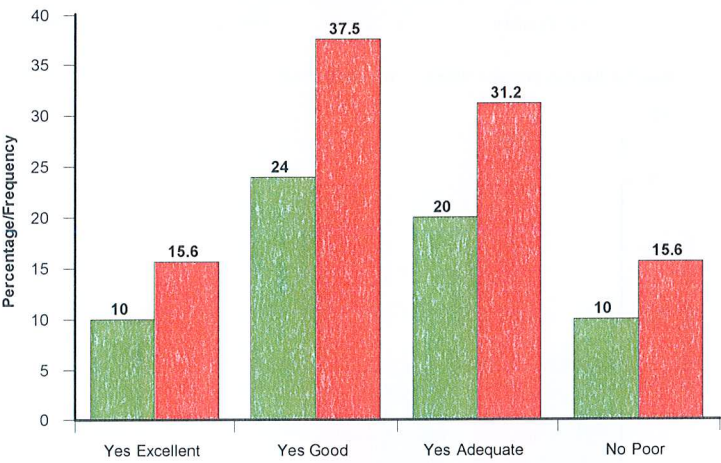
What do you think of the standard of the grounds at the Crematorium?



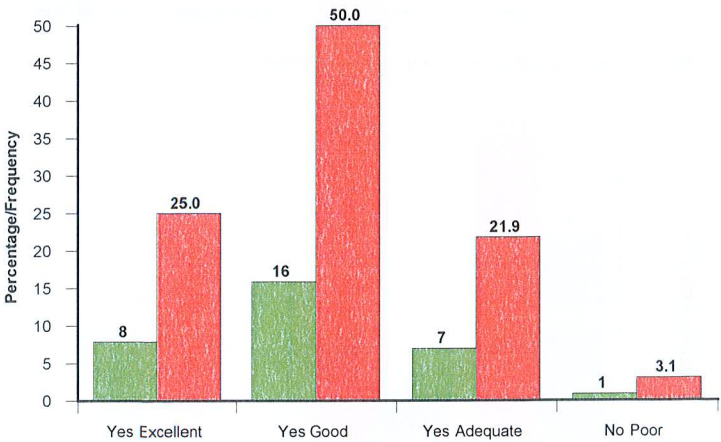
What do you think of the Council's memorialisation schemes (e.g. plaques, kerbs)?



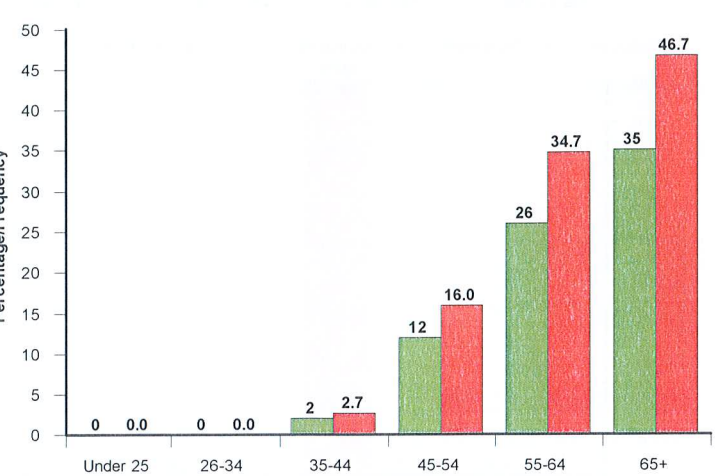
Do you consider the charges for memorialisation schemes to be reasonable?



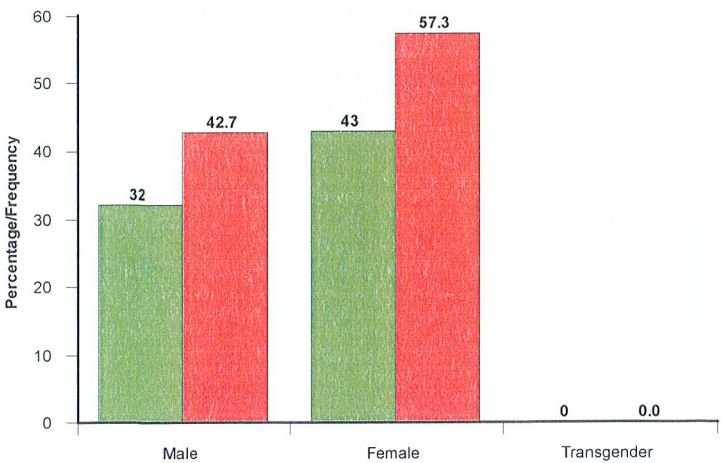
Are you satisfied with the choice of cremation memorials provided? If no, please provide further details overleaf



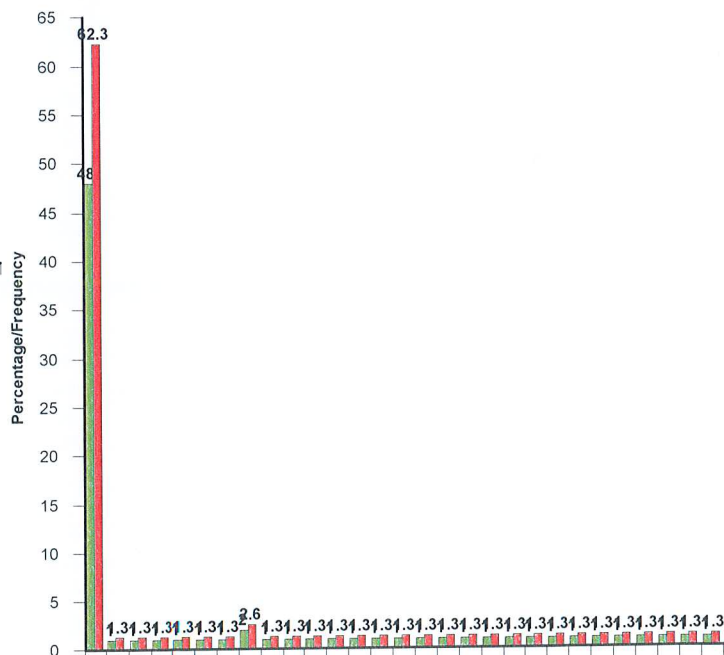
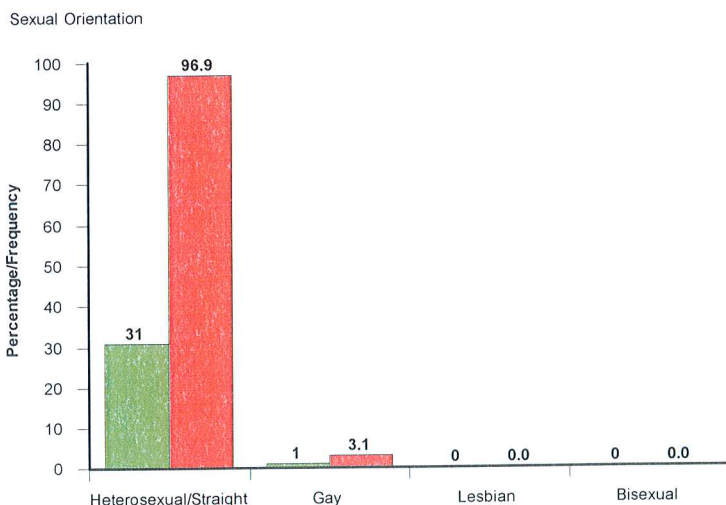
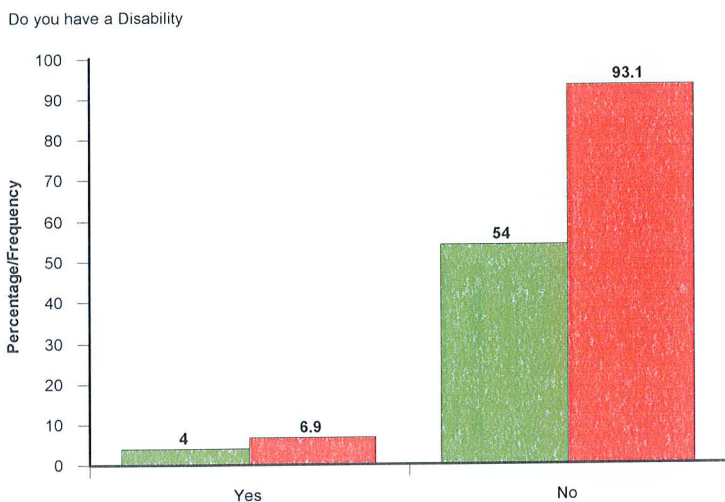
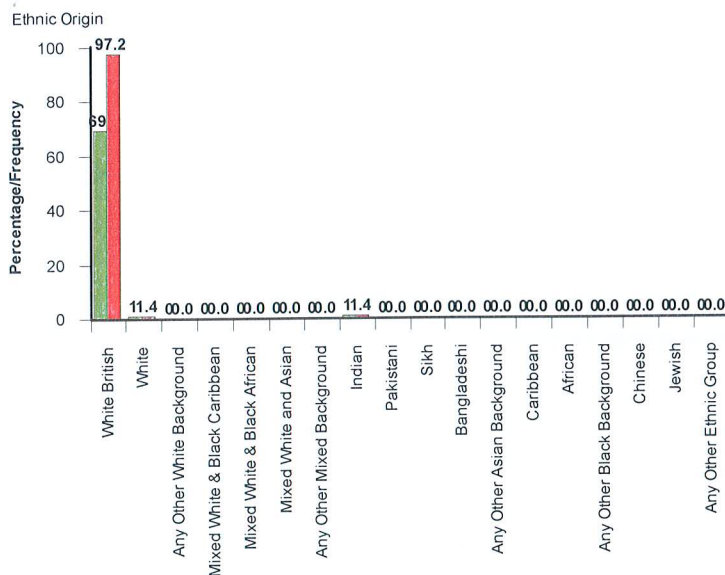
Which of the following age categories do you fit into?



Are You?







(Not answered)

Man who oversaw scattering of ashes was chewing gum, may be acceptable for some folk but I don't like it

Service was delayed for 30mins, this kept my father (97) in waiting room longer than reasonably expected for his wife's cremation

Very happy with service & extremely happy with burial or ashes

Service & chapel met our requirements, thank you

Generally satisfied but this survey sent too early after cremation

Excellent

Service offered was excellent, ample parking, rest facilities and welcoming chapel

Charges expensive

Lease for 10 years is not good, I want to have something more permanent

Charge for bringing me a canister containing my mother's ashes, handing it to me to scatter and then taking it back are obscene

Very happy with service & extremely happy with burial or ashes

Service was good but very little snow had been cleared from the main drive

Completely satisfied with the service

Trees need to be cut more often. Section D Grave 9441

The sound system at Lodge Hill was inadequate for people to hear

I found the whole service excellent

Not sure that 1 week after the event is the best time to send this questionnaire

I could find no fault at all, everything was done sensitively and professionally

I do think that the price of memorial plaques are expensive

All FDs in the City should be required to give client a written statement of time allowed in chapel & penalties for overrunning

Quite a walk to floral tributes, people had difficult hearing service, committal could have been done with less noise at coffin descending, overall lovely service

Everything good on day of funeral, apart from funeral before overran by 10 mins

Everything went smoothly and on time

Cannot fault the service provided, very caring and considerate staff

Services good

It was a great service & send off for my mother, thank you all so much

I do think that the price of memorial plaques are expensive

I wish you had allowed the kerb blocks & sanctum 2000 units in 1196 as flat tablets back then did not weather well



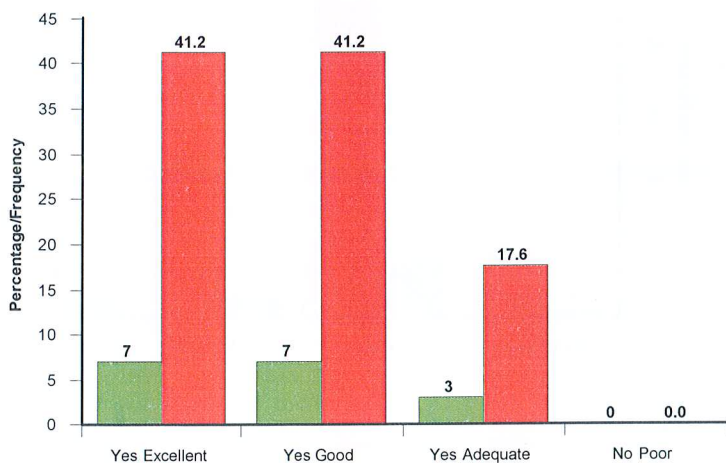


# QUINTON CEMETERY

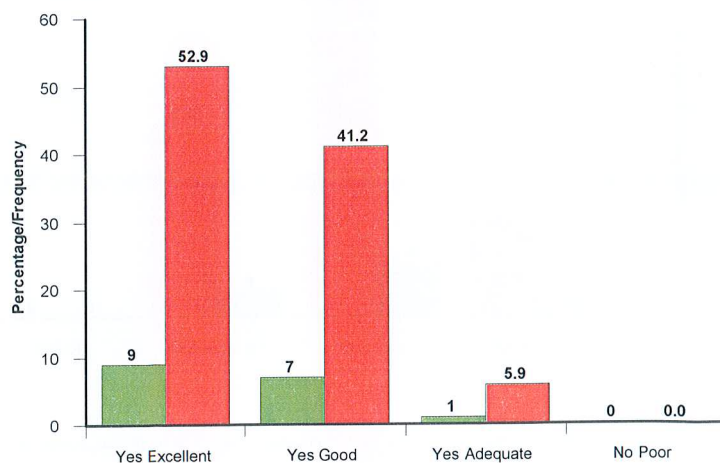
## 18 Questionnaires Returned

Ref: QUIN0113  
31st March 2013

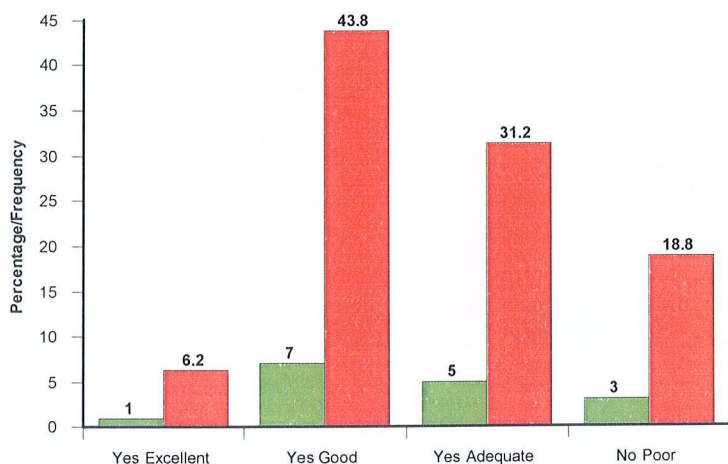
What is your overall impression of the Council's Cemeteries and Crematoria Services?



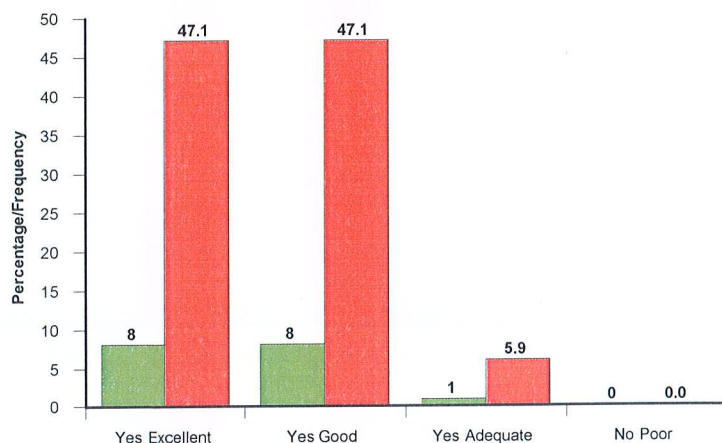
Did you find the Council's staff to be helpful and courteous?



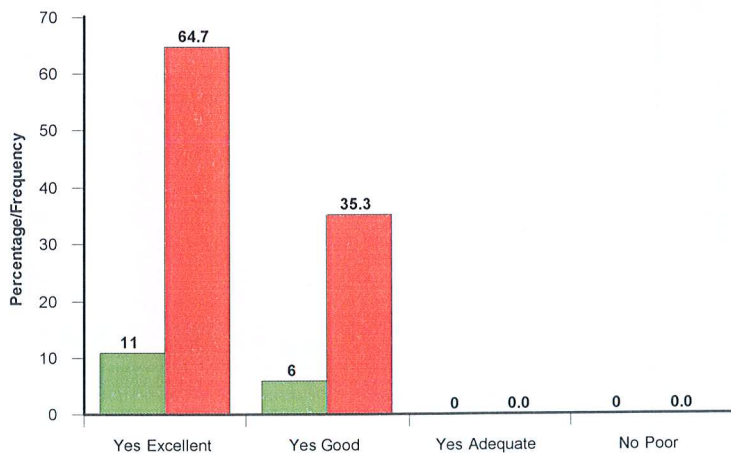
Do you consider the Council's charges to be reasonable in relation to the overall cost of the funeral?



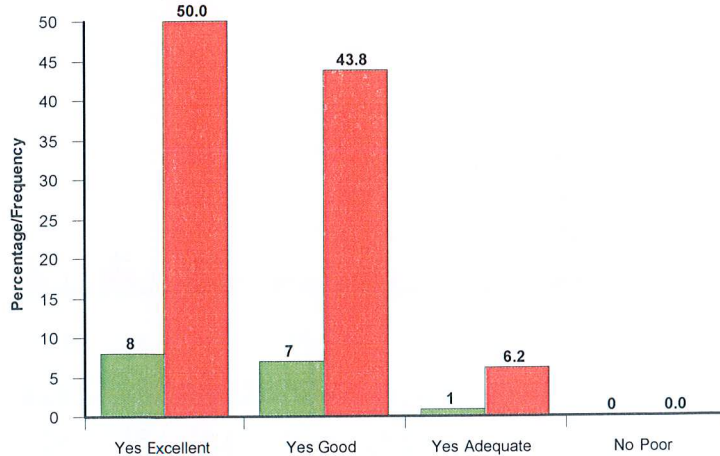
Have you found the Cemetery/Crematorium employees dressed appropriately for the service that is being provided?



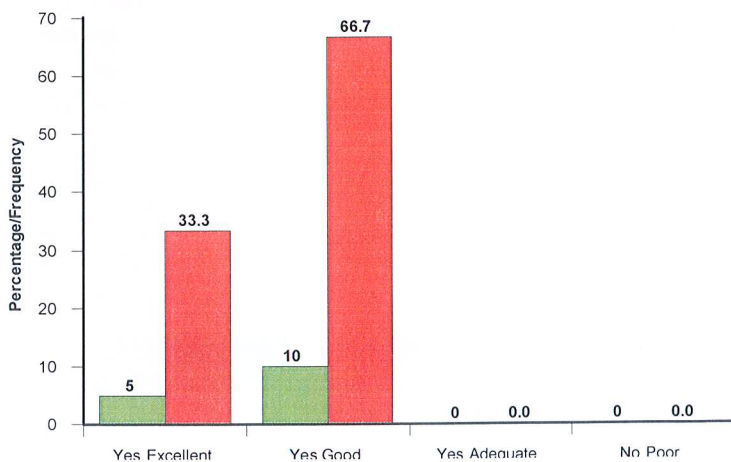
Was the service provided at the time and place you specified?



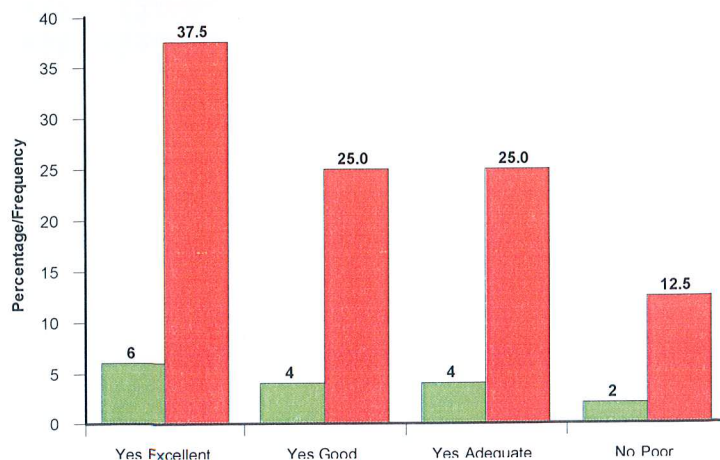
Was the literature provided clear and understandable?



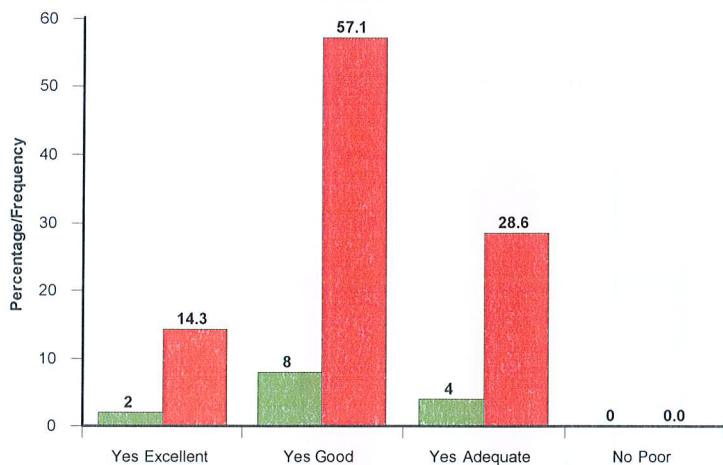
Was the grave preparation to your satisfaction?



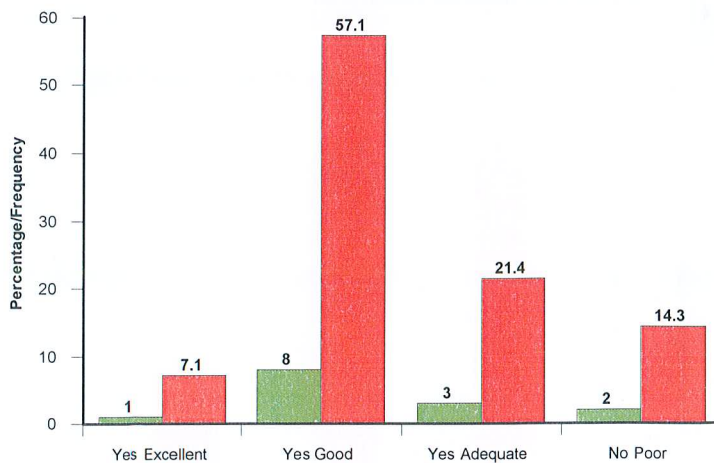
What do you think of the standard of grounds maintenance in the City Cemeteries?



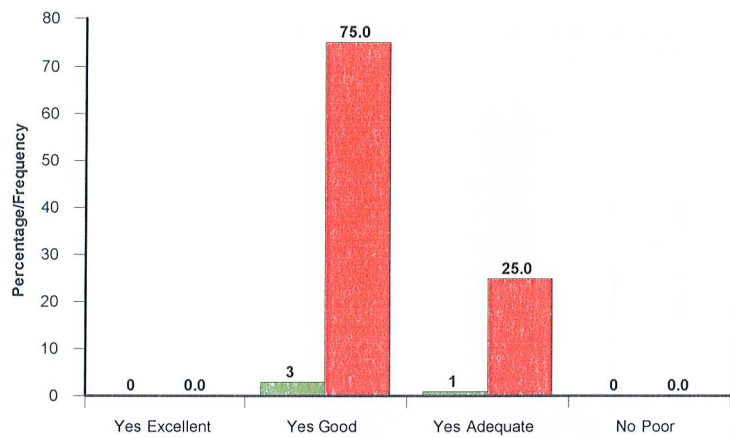
What do you think of the Council's memorialisation schemes (e.g. plaques, kerbs)?



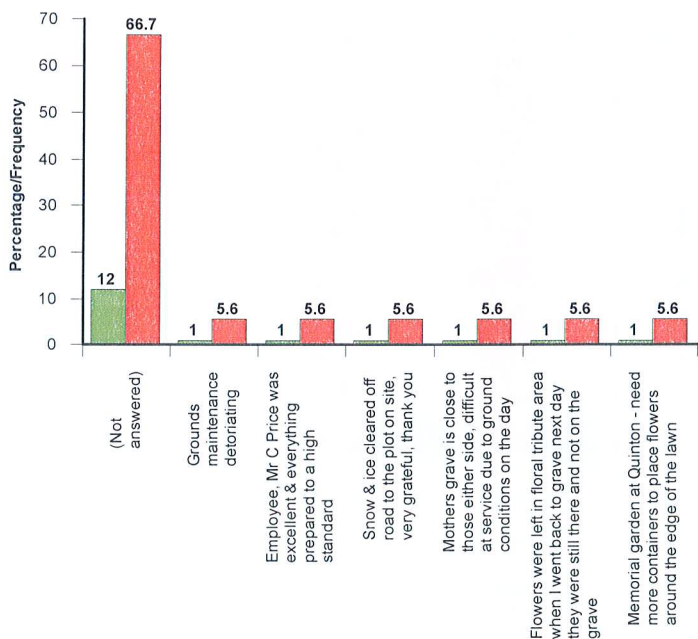
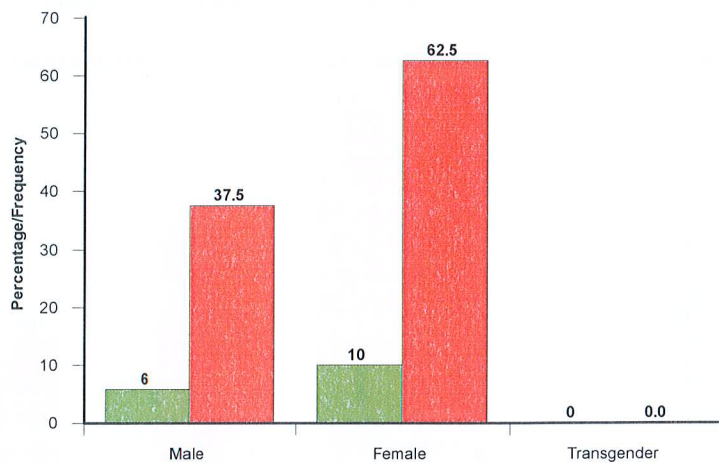
Do you consider the charges for memorialisation schemes to be reasonable?



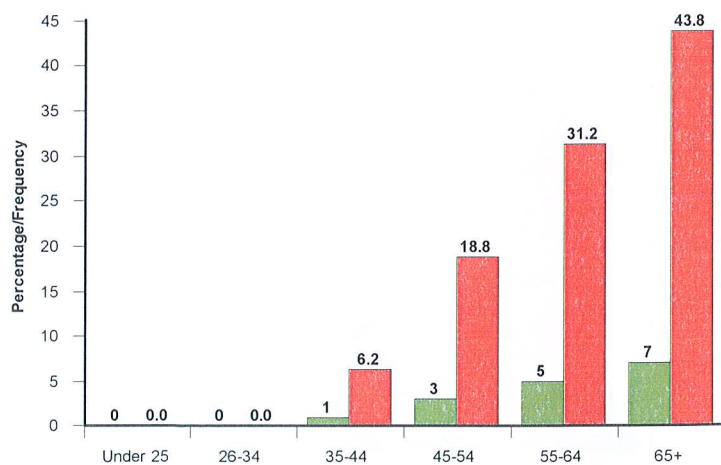
Are you satisfied with the choice of cremation memorials provided? If no, please provide further details overleaf



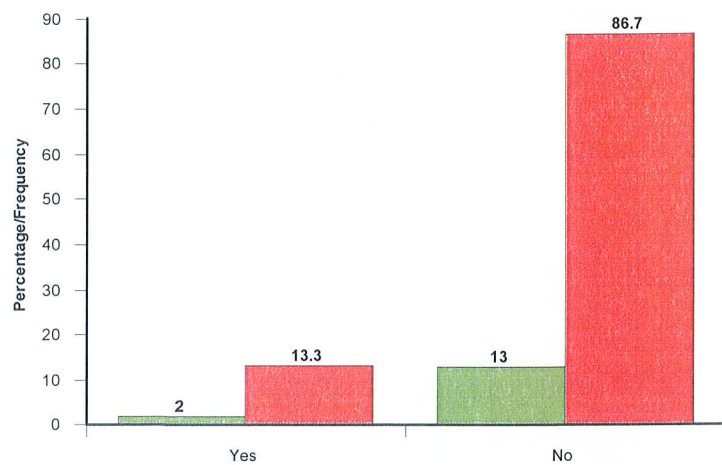
Are You?



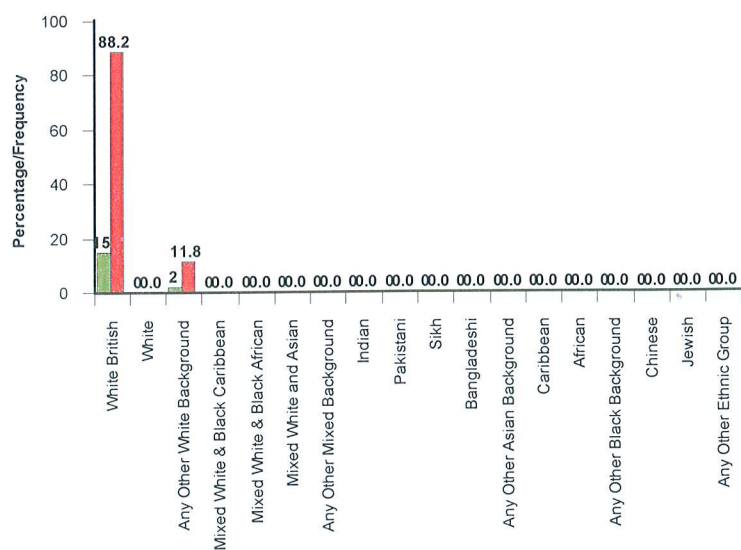
Which of the following age categories do you fit into?



Do you have a Disability



Ethnic Origin



Sexual Orientation

