

1. Funeral Directors' Questionnaire

In February 2018 the crematorium contacted 130 funeral directing companies/branches, and 105 responded.

The Association for Public Service Excellence (APSE) has created the survey below which was the one distributed to the funeral directors, please see results below:

Section 1: What is Important?					
	Extremely Important	Very Important	Important	Not Very Important	Not applicable
Staff and Information					
Friendliness and cooperation of staff	6				
Presentability of staff	3	1	2		
Ease of obtaining information/help	6				
Ease of reporting deficiencies or complaints	3	1	1		
Services Provided					
Provision of gardens of remembrance for cremated remains	3	3	1		
Provision of crematorium funeral services	4	2	1		
Provision of cemetery burial services	3	2	1		1
Provision of memorial options	2	3	1	1	
Provision of office reception area	2	2	1		
Service Standards					
Standard of litter clearance in horticultural areas	4		2		
Standard of grave maintenance	3	1	1		1
Standard of grounds maintenance	3	2	1		
Feeling of personal safety in cemeteries	2	1	2		1
Open days for public	2	2	1	1	
Keeping cemeteries clear of dog fouling	3	1	2		
Ensuring dogs are kept under control in cemeteries	3	1	2		
Provision of toilets for the public	3	2	2		
	55	24	21	2	3
Section 2: How are we doing?					
	Excellent	Good	Average	Poor	Not applicable
Staff and information					
Friendliness and cooperation of staff	3	3			
Presentability of staff	3	3			
Ease of obtaining information/help	3	3			
Ease of reporting deficiencies/making complaints	3	2	1		
Services Provided					
Provision of gardens of remembrance for cremated remains	3	3			
Provision of crematorium funeral services	4	2			
Provision of cemetery burial services	3	2	1		
Provision of memorial options	3	2	1		
Provision of office reception area	4	2			
Service Standards					
Standard of litter clearance in horticultural areas	3	2			
Standard of grave maintenance	3	3			1
Standard of grounds maintenance	3	2			
Feeling of personal safety in cemeteries	3	2			1
Open days for public	4	2			
Keeping cemeteries clear of dog fouling	3	2			1
Ensuring dogs are kept under control in cemeteries	3	2			1
Provision of toilets for the public	4	1	1		
	55	38	4		4