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The Chair and Members of
Chesterfield and District Joint
Crematorium Committee

15 September 2021

Dear Councillor,

AGENDA SUPPLEMENT

Please see attached the documents for the agenda item(s) listed below for the meeting of the CHESTERFIELD AND DISTRICT JOINT CREMATORIUM COMMITTEE to be held on MONDAY, 20 SEPTEMBER 2021, the agenda for which has already been published.

5. Bereavement Services Manager's Report (Pages 3 - 12)

Yours sincerely,

Local Government and Regulatory Law Manager and Monitoring Officer

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Bereavement Services Questionnaire Report, August 2021

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1. Summary

Questionnaire format: *Web/online/paper*
Responses: *29 Total*
Date range: *29th July 2021 to 27th August 2021*

2. Introduction

The Borough Council and Joint Committee aim to provide caring and quality services to meet expectations of their clients. Services are provided at: Chesterfield and district crematorium, Spital cemetery, Staveley cemetery, Boythorpe cemetery and Brimington cemetery. To help improve the service, an online questionnaire was distributed by email to funeral directors, ministers, celebrants and memorial masons to capture feedback.

3. Questionnaire results

Q1. How regularly do you visit the following?									
	Often		Sometimes		Seldom		Never		
	No.	%	No.	%	No.	%	No.	%	
Chesterfield and District Crematorium	23	82.1%	5	21.7%	1	4.3%	0	0%	
Crematorium Reception	14	51.9%	7	25.9%	5	18.5%	1	3.7%	
Boythorpe Cemetery	5	20.0%	10	40.0%	6	24.0%	4	16.0%	
Brimington Cemetery	3	11.1%	8	29.6%	10	37.0%	4	14.8%	
Spital Cemetery	3	12.0%	7	28.0%	11	44.0%	4	16.0%	
Staveley Cemetery	5	17.2%	6	20.7%	10	34.5%	3	10.3%	
Crematorium Chapel	21	80.8%	1	3.8%	2	7.7%	2	7.7%	

Q2. Thinking about the full range of services we provide (including at the Crematorium, Cemeteries, Crematory, Chapel and the office) how do you rate the following:										
	Very good		Good		Neither		Poor		Very poor	
	No.	%	No.	%	No.	%	No.	%	No.	%
Attitude of staff (polite and courteous)	27	93.1%	1	3.4%	1	3.4%	0	0%	0	0%
Helpfulness of staff	27	93.1%	1	3.4%	1	3.4%	0	0%	0	0%
How easy it is to get information or assistance	27	93.1%	1	3.4%	1	3.4%	0	0%	0	0%
Office and reception areas	25	86.2%	2	6.9%	2	6.9%	0	0%	0	0%

Please add any more detailed comments about our service here:

- Everyone is always so polite, helpful and willing to do anything to help.
- Excellent service always provided
- The staff are always extremely helpful
- Really helpful staff, willing to help and go the extra mile
- Staff always very helpful and have been very efficient during the pandemic
- As a lay Minister, I visit the crematorium frequently. During the pandemic restrictions I have been really impressed by the staff, particularly those who have to dash around to sanitize the chapel ready for the next funeral. I find all the staff both polite and nothing is too much trouble, and they are very patient with me, even when I go over the time slot. They inspire confidence and support, which I really do appreciate.
- Staff are always polite and friendly
- The office staff are always excellent, even the temporary ones have been very efficient.
- A good team of willing helpful staff with a can do attitude
- Always manage to speak to someone. Always willing to help.
- I can honestly say that Chesterfield crematorium is the best council run crematorium in our area. Your staff are helpful, cheerful, and welcoming. The only other crematorium I attend in a professional capacity that meet your standards are privately run at ***** and *****. You leave ***** and ***** Crematorium with ***** as they are all ***** that work against us and our client families.

Q3. Thinking about the Chesterfield and District Crematorium, how do you rate the following?												
	Very good		Good		Neither		Poor		Very poor		Not used	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
Webcasting and recording services	17	58.6%	6	20.7%	1	3.4%	1	3.4%	0	0%	4	13.8%
Tribute screens	15	51.7%	10	34.5%	1	3.4%	0	0%	0	0%	3	10.3%
Wesley auto scheduling	16	57.1%	7	25.0%	1	3.6%	0	0%	0	0%	4	14.3%
Online booking facility for Crematorium Chapel	13	44.8%	4	13.8%	1	3.4%	0	0%	0	0%	11	37.9%
Grounds maintenance and the Gardens of Remembrance	23	79.3%	2	3.9%	1	3.4%	0	0%	0	0%	3	10.3%
Chapel for Cremation services	24	82.8%	4	13.8%	1	3.4%	0	0%	0	0%	0	0%

Please add any more detailed comments about the Crematorium here:

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- Tribute screens don't always work, despite being checked beforehand.
 - The grounds are immaculately kept and look amazing well done to the grounds men/women
 - Excellent service particularly during the pandemic restrictions
 - I am disappointed with the updated tribute screen options for families. If for instance a family wanted 20 photos but 10 playing with the first piece of reflection music and 10 playing with the second piece of music the old options would mean a family pay £30 + vat. Now they would get charged for 25 photos even if they only want 10 per piece of music and they would be charged £90 + vat
 - If the cameras in the chapel could be changed so that those who watch the webcast online can see one of the tribute screens for those that have a visual tribute.
 - Chapel always clean and gardens are the best around
 - As a keen gardener myself, I am always impressed by the grounds, which in my opinion are always immaculate, particularly the rose beds and the bedding plant displays are always a burst of colour, which I am sure bring much comfort to all who visit the Crematorium. WELL DONE.

- Only downside to the tribute screens is the positioning of the screens which means they cannot be seen on a webcast service.
- When you are watching the webcasting you do not have sight of the Tribute Screen, the camera needs to be positioned to include the screens
- Stopping Funeral Directors from cancelling services online was a bad move in my opinion. I understand it was done because some Funeral Directors cancelled services in error, but I don't think every Funeral Director should suffer because of that. Allowing Funeral Directors to cancel services online frees up service times earlier for other Funeral Directors to take up. It also does away with the need to call the office to cancel services.
- The second microphone is a great addition. Sun coming through late afternoon is a problem sometimes for mourners sat on the exit ramp side of the chapel.
- I travel around all crematoriums - the grounds are exceptional.

Q4. Thinking about the cemeteries, how do you rate the following?

	Very good		Good		Neither		Poor		Very poor		Not used	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
Grounds maintenance	19	65.5%	4	13.8%	2	6.9%	0	0%	0	0%	4	13.8%
Cemetery burial services	15	51.7%	5	17.2%	2	6.9%	0	0%	0	0%	7	24.1%

Please add any more detailed comments about the cemeteries here:

- Staff always helpful, guide you through best route in bad weather

Q5. Table 1: When choosing where to arrange a burial or cremation, which of the following are the main priority when making that decision?

Please choose your top five reasons. (Respondents were limited to selected five reasons only)

In this table, the responses given have been weighted to generate a score for each reason listed. Reasons selected as 1st priority were given a score of 5, reasons selected as 2nd priority were given a score of 4, 3rd priority scored 3 and so on.

Reason	Score	Chart
Waiting times and service time availability	66	
Proximity of the crematorium/cemetery to home of the deceased	33	
Condition and presentation of buildings, grounds and facilities	33	
Helpfulness of staff	32	
Cremation and burial fees	28	
Response to COVID-19 Pandemic	24	
Religious considerations	18	
Range of times available including evenings and weekends	17	
Family traditions	14	
Size of chapel	13	
Length of service allowed	8	
Options for the disposal of ashes on-site	5	
Environmentally friendly options available on-site	4	
Size of car park	4	
Audio visual options	4	
Memorial options available	3	
Funeral directors influence	3	
Public transport links	2	
Type and size of coffins allowed	0	

Q5. Table 2: When choosing where to arrange a burial or cremation, which of the following are the main priority when making that decision?

Please choose your top five reasons. (Respondents were limited to selected five reasons only)

This table shows the number of respondents that indicated a top five priority rating for each reason listed.

	Priority 1	Priority 2	Priority 3	Priority 4	Priority 5
	No.	No.	No.	No.	No.
Waiting times and service time availability	8	3	4	1	0
Proximity of the crematorium/cemetery to home of the deceased	4	2	0	1	3
Cremation and burial fees	3	1	3	0	0
Environmentally friendly options available on-site	0	1	0	0	0
Options for the disposal of ashes on-site	0	1	0	0	1
Helpfulness of staff	2	1	3	4	1
Size of car park	0	1	0	0	0
Size of chapel	0	1	1	2	2
Audio visual options	0	0	1	0	1
Length of service allowed	0	0	1	1	3
Range of times available including evenings and weekends	0	0	3	2	4
Type and size of coffins allowed	0	0	0	0	0
Memorial options available	0	0	0	1	1
Public transport links	0	0	0	1	0
Condition and presentation of buildings, grounds and facilities	1	2	3	4	3
Funeral directors influence	0	0	0	1	1
Family traditions	1	1	0	2	1
Coffin charging viewing facilities	0	0	0	0	0
Religious considerations	1	2	1	1	0
Response to COVID-19 Pandemic	2	2	2	0	0

Q6. Based only around the ongoing Covid-19 Pandemic. Thinking about the Chesterfield and District Crematorium, how do you rate the following?

	Very good		Good		Neither		Poor		Very poor		Not used	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
Chapel restrictions at Chesterfield Crematorium	23	85.2%	3	11.1%	1	3.7%	0	0%	0	0%	0	0%
Provision of live webcasting	23	85.2%	2	7.4%	2	7.4%	0	0%	0	0%	0	0%
Online booking facility for Crematorium Chapel	16	69.6%	3	13.0%	3	13.0%	0	0%	1	4.3%	0	0%
Helpfulness of staff, both on site and remote working	26	92.9%	1	3.6%	1	3.6%	0	0%	0	0%	0	0%
Communication of service updates	23	85.2%	1	3.7%	2	7.4%	1	3.7%	0	0%	0	0%

Please add any more detailed comments or suggestions about the Crematorium here:

- Having the free webcasting has been amazing and has made it so families that are unable to attend their loved ones' service can still be part of the service
- Only downside of feedback we have had from families who used the webcast is that they are unable to see the visual tribute screen
- Excellent service from ALL staff
- Of the crematoriums visited, Chesterfield is by far the most organised and best Covid-19 safe
- Did not visit during pandemic.
- Chapel restrictions at times were very poor, in the change of length of services. 15 minutes is not acceptable for someone's family and the celebrant. And no communication until arrival for the service.
- Fantastic through the pandemic, very accommodating, I think on a personal level the cinema like chain for people not being able to say goodbye was a bit of a blip as the two other private owned crematoria still let people touch coffin and say goodbye, and City Road and Hutcliffe Road did. Apart from that I couldn't fault you.

Q7. Based only around the ongoing Covid-19 Pandemic. Thinking about the cemeteries, how do you rate the following?

	Very good		Good		Neither		Poor		Very poor		Not used	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
Cemetery burial services	16	66.7%	3	12.5%	5	20.8%	0	0%	0	0%	0	0%
Grounds maintenance services	19	76.0%	4	16.0%	2	8.0%	0	0%	0	0%	0	0%

Please add any more detailed comments or suggestions about our cemeteries here:

- Not used during pandemic

Q8. Overall how satisfied are you with the services provided by Chesterfield Borough Council and the Chesterfield and District Joint Crematorium Committee:

	Very satisfied		Fairly satisfied		Neither		Fairly dissatisfied		Very dissatisfied	
	No.	%	No.	%	No.	%	No.	%	No.	%
Cemeteries	23	82.1%	1	3.6%	4	14.3%	0	0%	0	0%
Crematorium	28	96.6%	0	0%	1	3.4%	0	0%	0	0%

Q9. Do you have any other comments or suggestions to improve our service?

- I would maybe suggest having a sign outside of the chapel doors which asks people to be quiet as there is a service ongoing in the chapel. During summer months when the windows are open, I have had it a few times where the chatter of the mourners awaiting the following funeral can be heard quite loudly in the chapel which is not nice for the family's service happening in the chapel at that time.
- Would services on the hour (40/45 minute slot) ease parking. Two large numbers gathering at once, and reduce/stop ministers/celebrants running over.
- A larger waiting room for families and friends. Possibly a sheltered area in or near the car park for pre and post funeral meet ups in car park.
- I visit all crematoriums in South Yorkshire. The facilities at Brimington are excellent, especially the refurbishment of the vestry. Best vestry I visit. All staff always polite, welcoming and extremely helpful. I look forward to my visits here.
- I would like to thank ****, ****, ***, ***, ****, *****, *****, **** and **** for your tremendous support through this very difficult time for our client families and us as funeral directors. I know if we ever have a problem the word 'No' is never the first answer as you will always work with us to get a solution to put a problem right. You are a credit to your profession and long may Chesterfield Crematorium continue to prosper as one of the best run crematoriums locally.

Are you:

	No.	%
Minister / Celebrant	10	37%
Funeral Director	17	63%
Memorial Mason	0	0%