

Bereavement Services Questionnaire Report, August 2022

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1. Summary

Questionnaire format: Web/online/paper
Responses: 35 Total
Date range: 24th August 2022 to 5th October 2022

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.

Please note due to rounding, percentages may not add up to 100%.

3. Questionnaire results

Q1. How regularly do you visit the following?									
	Often		Sometimes		Seldom		Never		
	No.	%	No.	%	No.	%	No.	%	
Chesterfield and District Crematorium	24	70.6%	7	20.6%	3	8.8%	0	0%	
Crematorium Reception	14	43.8%	9	28.1%	7	21.9%	2	6.3%	
Boythorpe Cemetery	6	21.4%	8	28.6%	8	28.6%	6	21.4%	
Brimington Cemetery	3	10.3%	12	41.4%	6	20.7%	8	27.6%	
Spital Cemetery	2	7.1%	6	21.4%	9	32.1%	11	39.3%	
Staveley Cemetery	3	10.7%	7	25.0%	6	21.4%	12	42.9%	
Crematorium Chapel	18	64.3%	6	21.4%	3	10.7%	1	3.6%	

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)	29	85.3%	5	14.7%	0	0%	0	0%	0	0%
Helpfulness of staff	29	85.3%	5	14.7%	0	0%	0	0%	0	0%
How easy it is to get information or assistance	29	85.3%	5	14.7%	0	0%	0	0%	0	0%
Office and reception areas	28	84.8%	5	15.2%	0	0%	0	0%	0	0%

Please add any more detailed comments about our service here:

- Always greeted by friendly staff, either on the phone or in person.
- All staff are so helpful.
- I visit other local Crematoriums to take services. I have never found any of them that come up to your very high standard in ALL areas. Well done.
- Your team always go above and beyond, from office staff to chapel workers. Other council run crematoria could take some lessons.
- Can't offer enough praise for ALL staff. A real credit to the Borough Council. Very good rating seems inadequate - they are exceptional.
- It is a joy to work with such a helpful and respectful team. Nothing is too much trouble.
- Nothing is ever too much trouble. Great team all round.
- The staff are very professional, caring and compassionate.

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.	%
Online booking facility for Crematorium Chapel	16	47.1%	4	11.8%	1	2.9%	0	0%	0	0%	13	38.2%
Grounds maintenance and the Gardens of Remembrance	28	84.8%	2	6.1%	0	0%	0	0%	0	0%	3	9.1%
Chapel for Cremation services	22	64.7%	9	26.5%	1	2.9%	0	0%	0	0%	2	5.9%

Please add any more detailed comments about the Crematorium here:
<ul style="list-style-type: none"> • Always clean and tidy. Gardens are beautiful and immaculate. • Noise from the next service waiting outside has been a big problem through these hot summer months. Maybe air conditioning so the windows can stay shut would help for future hot days. • Grounds are always colourful, neat and clean. • I find the staff both professional and go out of their way to be helpful and supportive at all times. • Funeral directors should not be able to book 'regular slots' but only book when they have the name of the deceased and celebrant/minister arranged. • Air conditioning would be a welcome addition. • As a celebrant, I would like to see the screens from where I stand. • Improvements to the Chapel are good and sensitive.

Q4. Thinking about the full range of services each media supplier provides, how do you rate the following?

	Very good		Good		Neither		Poor		Very poor		Not used	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
Wesley tributes screens	7	21.9%	10	31.3%	2	6.3%	1	3.1%	0	0%	12	37.5%
Wesley webcasting	8	25.0%	7	21.9%	1	3.1%	1	3.1%	0	0%	15	46.9%
Wesley downloads / USBs	6	18.8%	8	25.0%	2	6.3%	0	0%	0	0%	16	50.0%
Obitus tributes screens	19	55.9%	7	20.6%	0	0%	0	0%	0	0%	8	23.5%
Obitus webcasting	17	50.0%	7	20.6%	0	0%	0	0%	0	0%	10	29.4%
Obitus keepsakes	11	32.4%	3	8.8%	1	2.9%	0	0%	0	0%	19	55.9%

Q5. Thinking just 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	21	63.6%	4	12.1%	1	3.0%	0	0%	0	0%	7	21.2%
Cemetery burial services	21	63.6%	4	12.1%	0	0%	0	0%	0	0%	8	24.2%


















Please add any more detailed comments about the cemeteries here:

- I have never come across any other cemetery grounds that comes up to the very high standard of maintenance. Well done. They bring pleasure to all who visit.

Q6. 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 select 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
Proximity of the crematorium/cemetery to home of the deceased	74	
Waiting times and service time availability	65	
Cremation and burial fees	55	
Condition and presentation of buildings, grounds and facilities	29	
Helpfulness of staff	26	
Family traditions	25	
Length of service allowed	23	
Religious considerations	17	
Funeral directors influence	15	
Size of chapel	12	
Audio visual options	7	
Range of times available including evenings and weekends	6	
Memorial options available	5	
Environmentally friendly options available on-site	4	
Options for the disposal of ashes on-site	3	
Size of car park	3	
Type and size of coffins allowed	2	
Public transport links	0	
Coffin charging viewing facilities	0	
If there is a café on site	0	

Q6. 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 select 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	4	9	3	2	2
Proximity of the crematorium/cemetery to home of the deceased	10	3	3	1	1
Cremation and burial fees	4	6	2	2	1
Environmentally friendly options available on-site	0	1	0	0	0
Options for the disposal of ashes on-site	0	0	1	0	0
Helpfulness of staff	1	1	2	5	1
Size of car park	0	0	0	0	3
Size of chapel	0	0	2	3	0
Audio visual options	0	0	1	1	2
Length of service allowed	1	0	2	4	4
Range of times available including evenings and weekends	0	0	1	1	1
Type and size of coffins allowed	0	0	0	1	0
Memorial options available	0	1	0	0	1
Public transport links	0	0	0	0	0
Condition and presentation of buildings, grounds and facilities	1	1	4	3	2
Funeral directors influence	1	0	2	0	4
Family traditions	2	2	1	1	2
Coffin charging viewing facilities	0	0	0	0	0
Religious considerations	2	1	1	0	0
If there is a café on site	0	0	0	0	0

Q7. 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	25	75.8%	5	15.2%	3	9.1%	0	0%	0	0%
Crematorium	29	85.3%	5	14.7%	0	0%	0	0%	0	0%

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

- Longer service times, even by just five minutes may help. Families have often spoken how it is like a conveyor belt and you can see the next hearse waiting to come down whilst still in chapel for their service. Or a traffic light further up the drive so the next hearse cannot come down until the chapel is completely empty and won't be seen by the previous funeral mourners.
- Continue what you are doing now and you will do nothing but enhance your very positive contribution you make already.
- Would be helpful is staff at Chesterfield Crematorium could have an audio link in the sound/PC room as it can sometimes be too loud in the chapel. Would be helpful to have a speaker in the 'vestry' for Funderal Directors to hear better with a service if we end up in there because the chapel is full.
- Crematorium Chapel and car park need investment- no air conditioning and not enough disabled car parking.
- I think you've done that by changing over to Obitus, they are more professional. Keep up the good work. ***** and the rest of the boys do a blinding job. They are there to help us, not hinder us. Council run crematoria is poor in ***** and the staff are not a patch on yours, my opinion of course.
- You are now the only cemetery locally that doesn't have one ceremony per hour. I find that extra time takes the pressure off when dealing with families getting in and out.
- Thank you for what you do and give for the bereaved and clergy officiating.

Are you:

	No.	%
Minister / Celebrant	12	34.3%
Funeral Director	20	57.1%
Memorial Mason	0	0%
Not answered	3	8.6%