

## Bereavement Services Questionnaire Report, August 2023

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### 1. Summary

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*Questionnaire format:*    *Web/online/paper*  
*Responses:*                *23 Total*  
*Date range:*                *26th July 2023 to 29th August 2023*

### 2. Introduction

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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	17	73.9%	5	21.7%	0	0%	1	4.3%
Crematorium Reception	10	45.5%	8	36.4%	2	9.1%	2	9.1%
Boythorpe Cemetery	2	10.5%	7	36.8%	3	15.8%	7	36.8%
Brimington Cemetery	4	19.0%	10	47.6%	1	4.8%	6	28.6%
Spital Cemetery	2	11.1%	5	27.8%	3	16.7%	8	44.4%
Staveley Cemetery	2	10.0%	8	40.0%	3	15.0%	7	35.0%
Crematorium Chapel	13	65.0%	4	20.0%	0	0%	3	15.0%

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)	19	82.6%	4	17.4%	0	0%	0	0%	0	0%
Helpfulness of staff	19	82.6%	4	17.4%	0	0%	0	0%	0	0%
How easy it is to get information or assistance	18	78.3%	5	21.7%	0	0%	0	0%	0	0%
Office and reception areas	20	90.9%	2	9.1%	0	0%	0	0%	0	0%

Please add any more detailed comments about our service here:
<ul style="list-style-type: none"> <li>• Always lovely, welcoming and helpful staff at the crematorium - both in office and in chapel/back of house.</li> <li>• Everyone is always helpful and friendly.</li> <li>• Always a pleasure to deal with staff at Chesterfield. Very helpful and accommodating.</li> <li>• Compared to some of the other crematoria I attend, the staff and service at Chesterfield is excellent.</li> <li>• Some staff more helpful than others.</li> </ul>

<b>Q3. Thinking about the Chesterfield and District Crematorium, how do you rate the following?</b>												
	Very good		Good		Neither		Poor		Very poor		Not used	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
Online booking facility for Crematorium Chapel	9	39.1%	6	26.1%	0	0%	0	0%	0	0%	8	34.8%
Grounds maintenance and the Gardens of Remembrance	18	78.3%	4	17.4%	0	0%	0	0%	0	0%	1	4.3%
Chapel for Cremation services	14	60.9%	8	34.8%	1	4.3%	0	0%	0	0%	0	0%

<b>Please add any more detailed comments about the Crematorium here:</b>
<ul style="list-style-type: none"> <li>• In the summer the chapel gets very hot and we have to have the windows and doors open. If other people are gathering outside, there can be noise, understandably. Given the increasing temperatures is aircon an option?</li> <li>• As a celebrant a second screen would be useful, as from the lectern the screen cannot be seen and so difficult to know when shows have finished.</li> <li>• Online booking system works well, but would prefer the booking slot to automatically assume you want the full 40 minutes rather than 20 minutes. I understand how tight the slots are at the crematorium but sometimes I've been in the chapel and found flower debris or litter on the floor.</li> <li>• Once the air con is installed it will be very comfortable, and be able to have windows closed as sometimes the noise of the waiting public can be distracting but is not something that can be controlled by the crematorium. It is good to have a member of bereavement care staff in the chapel for services just in case there is a need for assistance to people attending services.</li> </ul>

**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.	%
Obitus dashboard	14	60.9%	6	26.1%	2	8.7%	0	0%	0	0%	1	4.3%
Obitus simple slideshow	15	65.2%	5	21.7%	2	8.7%	1	4.3%	0	0%	0	0%
Obitus music tribute	15	65.2%	7	30.4%	1	4.3%	0	0%	0	0%	0	0%
Obitus webcasting	15	65.2%	6	26.1%	1	4.3%	0	0%	0	0%	1	4.3%
Obitus keepsakes	7	31.8%	5	22.7%	2	9.1%	0	0%	0	0%	8	36.4%

**Please add any more detailed comments about Obitus here:**

- Obitus keepsakes are great but take too much time to arrive from them.
- Always a good quality product from Obitus at very reasonable prices compared to other crematoriums.

**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	17	73.9%	5	21.7%	0	0%	0	0%	0	0%	1	4.3%
Cemetery burial services	14	60.9%	5	21.7%	0	0%	0	0%	0	0%	4	17.4%

















**Please add any more detailed comments about the cemeteries here:**

- Staff always on hand to help and always keep a respectful distance on services.
- Garden of Remembrance and surroundings at Chesterfield is still superior to a lot of others. Grounds always kept immaculate and no matter the time of year they always look well kept and a lot of families remark on this.
- The services provided by the staff are excellent and very responsive to the needs of bereaved family members at funerals.

**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 2<sup>nd</sup> priority were given a score of 4, 3<sup>rd</sup> priority scored 3 and so on.

Reason	Score	Chart
Waiting times and service time availability	70	
Proximity of the crematorium/cemetery to home of the deceased	68	
Length of service allowed	29	
Family traditions	27	
Helpfulness of staff	27	
Cremation and burial fees	27	
Size of chapel	19	
Size of car park	13	
Audio visual options	12	
Religious considerations	9	
Range of times available including evenings and weekends	5	
Funeral directors influence	3	
Condition and presentation of buildings, grounds and facilities	3	
Type and size of coffins allowed	2	
Options for the disposal of ashes on-site	2	
Environmentally friendly options available on-site	1	
Coffin charging viewing facilities	0	
If there is a café on site	0	
Memorial options available	0	
Public transport links	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	10	7	1	1	1
Proximity of the crematorium/cemetery to home of the deceased	7	4	5	1	0
Cremation and burial fees	0	2	5	1	2
Environmentally friendly options available on-site	0	0	0	0	1
Options for the disposal of ashes on-site	0	0	0	0	2
Helpfulness of staff	0	2	4	3	1
Size of car park	0	0	1	4	2
Size of chapel	0	1	3	2	2
Audio visual options	0	1	1	2	1
Length of service allowed	2	0	0	3	3
Range of times available including evenings and weekends	0	1	1	2	1
Type and size of coffins allowed	0	0	0	1	0
Memorial options available	0	0	0	0	0
Public transport links	0	0	0	0	0
Condition and presentation of buildings, grounds and facilities	0	0	0	1	1
Funeral directors influence	0	0	0	1	1
Family traditions	2	3	1	0	2
Coffin charging viewing facilities	0	0	0	0	0
Religious considerations	1	1	0	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	18	85.7%	1	4.8%	2	9.5%	0	0%	0	0%
Crematorium	20	87.0%	3	13.0%	0	0%	0	0%	0	0%

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

- Would love to see slot times extended to an hour but understand this is not necessarily a practical move for an already heavily subscribed facility.
- More assistance from staff, especially when a large number of people attend a service at the crematorium. It is always difficult to get people to come forward and sit or be seated in a manner which allows for all the seats to be utilised. Whilst the Director is asking for people to come forward and use all the available seats a lot of people ignore this and it can come a bit of a free for all with people sitting anywhere in a very disjointed manner, where in my opinion if the chapel attendant got involved by asking them to go towards the funeral director who will seat them appropriately I feel it would be of help and make the whole process look more professional and ultimately get people seated quicker. I appreciate this may not be in their range of duties but overall would be of great assistance on the bigger occasions.

**Are you:**

	No.	%
Minister / Celebrant	8	34.8%
Funeral Director	13	56.5%
Memorial Mason	0	0%
Not answered	2	8.7%