



Awarded for excellence

Wakefield Metropolitan District Council BEREAVEMENT SERVICES SURVEY

We understand that you recently purchased Rights of Burial at one of our cemeteries.

Wakefield Metropolitan District Council is aware of the sensitive and emotive nature of the work involved in Burials and Cremations and we are proud of the quality of the service we currently provide. We were recently awarded the Government's Charter Mark in recognition of our high standards of service to our customers.

In order to ensure these standards are maintained or if possible improved upon, the views of the people who use our service are considered very important. It would therefore be appreciated if you or a member of your family, could spare a few moments of your time to complete this brief questionnaire.

If you feel unable to, or do not wish to answer any of the questions, then please ignore the request.

1, At which cemetery did you purchase Rights of Burial?

- | | | | |
|---------------------------------------|--------------------------|--|--------------------------|
| Altofts | <input type="checkbox"/> | Normanton Upper, Neville Street | <input type="checkbox"/> |
| Alverthorpe | <input type="checkbox"/> | Outwood | <input type="checkbox"/> |
| Castleford | <input type="checkbox"/> | Pontefract | <input type="checkbox"/> |
| Crigglestone | <input type="checkbox"/> | Ryhill | <input type="checkbox"/> |
| Featherstone | <input type="checkbox"/> | Sharlston | <input type="checkbox"/> |
| Ferrybridge | <input type="checkbox"/> | Snydale | <input type="checkbox"/> |
| Hemsworth | <input type="checkbox"/> | Stanley | <input type="checkbox"/> |
| Horbury | <input type="checkbox"/> | Wakefield | <input type="checkbox"/> |
| Knottingley | <input type="checkbox"/> | Whitwood | <input type="checkbox"/> |
| Normanton Lower, Cemetery Road | <input type="checkbox"/> | | |

**2, What was the main reason for choosing that particular cemetery?
Please tick one box.**

- Distance from deceased's home**
- Distance from your home**
- Location of other family/friend's grave**
- Appearance of cemetery**
- Wishes of deceased**
- Other (please specify)**

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3, Was this a pre-purchased grave? e.g. Purchased now for use in the future.

Yes No

If No, please go to question 5.

4, Your view of the service provided by the Headquarter's staff at Castleford Civic Centre:

Professionalism

Excellent Very good Satisfactory Poor Unacceptable

Efficiency

Excellent Very good Satisfactory Poor Unacceptable

Helpfulness

Excellent Very good Satisfactory Poor Unacceptable

5, Your view of the Cemetery:

Cleanliness

Excellent Very good Satisfactory Poor Unacceptable

Standard of Maintenance

Excellent Very good Satisfactory Poor Unacceptable

Overall Appearance

Excellent Very good Satisfactory Poor Unacceptable

6 If you have visited any cemeteries, other than those listed Overleaf, how do Wakefield MDC's cemeteries compare?

Excellent Very good Satisfactory Poor Unacceptable

7 Do any of the services we currently provide FAIL to meet your needs based on AGE, DISABILITY and/or GENDER?

Yes No

8 Your overall satisfaction with the service provided at the Cemetery:

Excellent Very good Satisfactory Poor Unacceptable

Any comments you wish to make:



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You can return the questionnaire to the Bereavement Services Headquarters at Castleford Civic Centre or to either Wakefield or Pontefract Crematorium.