



## BEREAVEMENT SERVICES SURVEY

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 Your view of facilities at the Crematorium & Chapel:

#### Access

Excellent	Very good	Satisfactory	Poor	Unacceptable
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

#### Music Library

Excellent	Very good	Satisfactory	Poor	Unacceptable
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

#### Sound System

Excellent	Very good	Satisfactory	Poor	Unacceptable
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

#### Lighting

Excellent	Very good	Satisfactory	Poor	Unacceptable
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

#### Decoration

Excellent	Very good	Satisfactory	Poor	Unacceptable
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

#### Toilets

Excellent	Very good	Satisfactory	Poor	Unacceptable
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

#### Cleanliness

Excellent	Very good	Satisfactory	Poor	Unacceptable
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

### 2 Your view of the Crematorium Grounds:

#### Cleanliness

Excellent	Very good	Satisfactory	Poor	Unacceptable
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

#### Standard of Maintenance

Excellent	Very good	Satisfactory	Poor	Unacceptable
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

#### Overall

Excellent	Very good	Satisfactory	Poor	Unacceptable
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**3** Were you made aware that the music which is played at the Crematorium Service can be chosen by friends and relatives? :

Yes  No

**4** Your view of the information pack we provide:

**Presentation**

Excellent  Very good  Satisfactory  Poor  Unacceptable

**Clarity**

Excellent  Very good  Satisfactory  Poor  Unacceptable

**Usefulness**

Excellent  Very good  Satisfactory  Poor  Unacceptable

**5** Your view of the service provided by the staff at the Crematorium:

**Professionalism**

Excellent  Very good  Satisfactory  Poor  Unacceptable

**Efficiency**

Excellent  Very good  Satisfactory  Poor  Unacceptable

**Helpfulness**

Excellent  Very good  Satisfactory  Poor  Unacceptable

**6** If you have attended services at Crematoria in other Districts, how do the facilities at Wakefield/Pontefract 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 Crematorium

Excellent  Very good  Satisfactory  Poor  Unacceptable

Any comments you wish to make

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



Awarded for excellence