

**SERVICE FOR THE BEREAVED – CREMATORIUM**  
**(October 2008 - December 2008 incl.)**

Responses 72

**During the implementation of your funeral requirements, how would you rate:**

	Excellent	Good	Average	Poor
The availability of service times	64%	33%	3%	
The arrangements on the day of the funeral	80%	20%		
The presentation of the cremation plot	66%	31%	3%	

**In your dealings with staff how would you rate: -**

	Excellent	Good	Average	Poor
Literature and Information given	73%	27%		
Presentation of personnel	73%	27%		
General Attitude of staff	73%	27%		

**How would you rate the following conditions within cemeteries/crematorium: -**

	Excellent	Good	Average	Poor
Chapels	81%	19%		
Access roads and footpaths	83%	17%		
Rose gardens and grounds	81%	19%		
Grass cutting around memorials	76%	24%		
Toilets	77%	23%		
Water stations & waste bins	68%	32%		

**OVERALL SATISFACTION** **80%      20%**

**If the cremated remains of the deceased were removed from the crematorium please state why:-**

- Conveyance of ashes in container from crematorium to funeral directors to be scattered elsewhere
- Wish to scatter ourselves in same place as our mother
- Being taken to a place with personal memories
- The ashes are to be scattered at sea
- On hold with funeral director for family to make own arrangements
- To retain for appropriate personal disposal
- To be interred with my mother's husband
- My husband's wishes were to be placed near his parents and sister
- Brought back go be placed with my father's ashes
- For interment/scattering at family plot
- To be scattered elsewhere
- To be scattered at another place
- To be interred in cemetery plot locally
- We would like the remains to stay in the house
- She wished her ashes to be scattered in Ogmores by sea
- We live 3 hours away
- To be buried at the family plot at local church

- Burial at local church
- To be scattered
- To be interred with wife and son in another locality
- Funeral director arranging for part of husbands ashes to be retained so that I can place them at a place he would have wished.
- To return to place of birth
- To join my mothers ashes in our local churchyard
- To be scattered privately
- Wanted mum closer to home for visiting
- For personal reasons
- We wish to scatter them in a favourite place
- Cremated remains are to be interred in local cemetery
- To be scattered over a grave
- When ready will be buried in my parents grave
- Burial with parents
- To be scattered elsewhere
- Take by undertaker for final resting to be decided
- For scattering elsewhere as requested in Will
- Deceased wishes. With her mother
- Returned to family plot at local cemetery with late son.
- Alternative arrangements made already
- To be interred locally

**What other form of memorialisation would you like to see: -**

- None. It could not be better
- None. The grounds are very peaceful and tranquil
- Pet cemetery

**Do you have any further observations or comments: -**

- Everything about the crematorium comes across as very professional. The staff are very helpful and the grounds are beautifully maintained to a very high standard – always takes my breath away when I see the grounds. A real credit to everyone and a beautiful final resting place.
- Comments were mentioned by relatives that were describing the facilities and were excellent
- The cremation and interment of her ashes was done with care and dignity.  
Many thanks
- Thank you for making a difficult day run smoothly
- I have not met any of your staff but the ground and surrounding area reflect your service. It's EXCELLENT.
- With my mother's cremation in March, I felt rather rushed. But with my father we were able to take it more slowly and appreciate the surroundings. The chapel itself and the walk in with the stained glass windows is beautiful and very moving, especially with the chosen music. Thank you.
- Admire very much all the service provided and the lovely serene setting. My thanks to all staff – all who attended share my views.
- More benches

- We received excellent service that was respectful from all involved with my mother's service. Thank you.
- Thank everyone for their help and the lovely way the cremation was conducted.
- Thank you
- The sound, quality, acoustics could be improved a little.
- Totally unimpressed with the conveyor-belt procession of services which led to my father's being cut off. Not very sensitive or satisfactory. (response sent)