

Cemeteries & Crematoria – Bereaved Questionnaires (1st January 2016 to 31st December 2016)

Site	Number of Questionnaires Returned/Completed
Yardley Cemetery & Crematorium	94
Sutton Coldfield Crematorium	62
Sutton New Hall Cemetery	4
Sutton Rectory Road Cemetery	2
Witton Cemetery	28
Quinton Cemetery	33
Lodge Hill Cemetery & Crematorium	259
Kings Norton Cemetery	50
Handsworth Cemetery	54
Brandwood End Cemetery	40
TOTAL	626

	Number of Questionnaires Returned	Number of Questionnaires Completed Online	Number of Excellent/Good/Adequate	% Overall Satisfaction (where question answered)	Number where question not answered
Quarter 1 (01.01.16 to 31.03.16)	173	1	189	100%	5
Quarter 2 (01.04.16 to 30.06.16)	166	3	158	96%	4
Quarter 3 (01.07.16 to 30.09.16)	156	1	153	98%	0
Quarter 4 (01.10.16 to 31.12.16)	131	2	128	97%	1

Overall Satisfaction for 2016 = 98% (Excellent/Good/Adequate)