

In order to monitor and improve our services and performance we are looking to roll out surveys to gather data. This is the proposed burial services survey, which will be included on our website and with customer correspondence.

Recommendation: Approve survey.

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## **Saxilby with Ingleby Parish Council – Burial Services Survey**

We are committed to providing respectful and supportive burial services. Your feedback helps us understand how we are doing and how we can improve.

This short survey is open to anyone who has interacted with our burial service – whether you have arranged a burial, made an enquiry, submitted an application, or simply visited the burial ground.

### **1. In what ways have you used or interacted with our burial services?**

*(Please tick all that apply)*

- Burial
- Ashes interment
- Purchased or reserved a plot
- Submitted a headstone or memorial application
- Made a general enquiry (e.g. about availability or regulations)
- Attended a burial service in the burial ground
- Visited or walked through the burial area
- Other (please specify): \_\_\_\_\_

### **2. Did you use a funeral director to arrange the burial or ashes interment?**

- Yes
- No
- Not applicable

### **3. Did you personally deal with the Parish Council regarding any part of the burial services (e.g. paperwork, applications, plot reservations, interments, or memorials)?**

- Yes – I dealt with the Parish Council directly
- No – I did not deal with the Parish Council directly
- No – I have only visited or walked through the burial area

*If you selected “Yes,” please continue with all questions. If you selected one of the “No” options, you are still welcome to continue, but please only answer the questions that apply to your experience (e.g. visiting the area, general impressions).*

**4. Which specific services did you arrange or request through the Parish Council?**

*(Please tick all that apply)*

- Burial arrangements
- Ashes interment
- Plot reservation or purchase
- Headstone or memorial application
- General enquiries or support
- Other (please specify): \_\_\_\_\_
- Not applicable

**5. How did you first find out about our burial services?**

- Word of mouth
- Funeral director
- Parish Council website
- Local signage
- Social media
- Other (please specify): \_\_\_\_\_

**6. If you contacted the Parish Council, how would you rate our response time?**

- Very fast
- Fast
- Acceptable
- Slow
- Very slow
- Not applicable

**7. How would you rate the quality of our communication?**

- Very good
- Good
- Satisfactory
- Poor
- Very poor
- Not applicable

**8. How satisfied or dissatisfied were you with how the burial service, ashes interment, or memorial application was arranged and carried out?**

- Very satisfied
- Satisfied
- Neutral
- Dissatisfied

- Very dissatisfied
- Not applicable

**9. How would you rate the condition and maintenance of the burial area?**

- Very good
- Good
- Fair
- Poor
- Very poor

**10. Are there any other comments you would like to share, including areas where things worked well or could be improved?**

As this survey is anonymous, if you would like a response to any comments, contact the council directly who will be able to assist you at [burials@saxilbyparishcouncil.gov.uk](mailto:burials@saxilbyparishcouncil.gov.uk) or 01522 703912.

Please return your completed survey:

 By Microsoft Forms [add link]:

 By post:

Saxilby with Ingleby Parish Council  
St Andrews Community Centre  
Saxilby  
Lincoln  
LNI 2LP