Comments	Number received 2006		
Appreciative	58		
Satisfied	134		
Constructive	31		
Complaints	9		

APPENDIX 5

CHILTERNS CREMATORIUM JOINT COMMITTEE

Analysis of Questionnaire Results 2006

Constructive Comments Analysis 2006

Car park More spaces More disabled spaces Chapel Larger chapel services sign 1 Longer service 2 Quieter curtains Wesley Hymns too fast Provide sample cd's of Wesley music Wesley music ended abruptly Microphone for ministers 1 Chapel not ready in time Provide extra (folding) seating New chapel too large New chapel too large New chapel too modern Blinds in Milton chapel Floral tributes Remove cigarette box in floral area Flowers wilted under wrong name Flowers wilted under sun Flowers should be higher up Memorials Stone memorials in different place Ashes to be interred 2 3 or 4 lines for Remembrance Book Confusing memorial documentation Staff/Grounds Improved signposting No staff available Reduce smoke emissions Milton – too bleak Other	Comment	Number received 2006
More disabled spaces 1	Car park	
More disabled spaces 1		4
Larger chapel services sign Longer service Quieter curtains Wesley Hymns too fast Provide sample cd's of Wesley music Wesley music ended abruptly Microphone for ministers Chapel not ready in time Provide extra (folding) seating New chapel too large New chapel too modern Blinds in Milton chapel Floral tributes Remove cigarette box in floral area Flowers placed under wrong name Flowers wilted under sun Flowers wilted under sun Flowers should be higher up Memorials Stone memorials in different place Ashes to be interred 3 or 4 lines for Remembrance Book Confusing memorial documentation Staff/Grounds Improved signposting No staff available Reduce smoke emissions Milton – too bleak Other		1
Longer service Quieter curtains Wesley Hymns too fast Provide sample cd's of Wesley music Wesley music ended abruptly Microphone for ministers 1 Chapel not ready in time Provide extra (folding) seating New chapel too large New chapel too modern Blinds in Milton chapel Floral tributes Remove cigarette box in floral area Flowers placed under wrong name Flowers wilted under sun Flowers wilted under sun Flowers should be higher up Memorials Stone memorials in different place Ashes to be interred 3 or 4 lines for Remembrance Book Confusing memorial documentation Staff/Grounds Improved signposting No staff available Reduce smoke emissions Milton – too bleak Other	Chapel	
Quieter curtains Wesley Hymns too fast Provide sample cd's of Wesley music Wesley music ended abruptly Microphone for ministers Chapel not ready in time Provide extra (folding) seating New chapel too large New chapel too modern Blinds in Milton chapel Floral tributes Remove cigarette box in floral area Flowers placed under wrong name Flowers wilted under sun Flowers wilted under sun Flowers should be higher up Memorials Stone memorials in different place Ashes to be interred 2 3 or 4 lines for Remembrance Book Confusing memorial documentation Staff/Grounds Improved signposting No staff available Reduce smoke emissions Milton – too bleak Other	Larger chapel services sign	1
Wesley Hymns too fast Provide sample cd's of Wesley music Wesley music ended abruptly Microphone for ministers Chapel not ready in time Provide extra (folding) seating New chapel too large New chapel too modern Blinds in Milton chapel Floral tributes Remove cigarette box in floral area Flowers placed under wrong name Flowers wilted under sun Flowers should be higher up Memorials Stone memorials in different place Ashes to be interred 2 3 or 4 lines for Remembrance Book Confusing memorial documentation Staff/Grounds Improved signposting No staff available Reduce smoke emissions Milton – too bleak Other	Longer service	2
Provide sample cd's of Wesley music Wesley music ended abruptly Microphone for ministers Chapel not ready in time Provide extra (folding) seating New chapel too large New chapel too modern Blinds in Milton chapel Floral tributes Remove cigarette box in floral area Flowers placed under wrong name Flowers wilted under sun Flowers should be higher up Memorials Stone memorials in different place Ashes to be interred 3 or 4 lines for Remembrance Book Confusing memorial documentation Staff/Grounds Improved signposting No staff available Reduce smoke emissions Waiting rooms Milton – too bleak Other	Quieter curtains	1
Wesley music ended abruptly Microphone for ministers Chapel not ready in time Provide extra (folding) seating New chapel too large New chapel too modern Blinds in Milton chapel Floral tributes Remove cigarette box in floral area Flowers placed under wrong name Flowers wilted under sun Flowers should be higher up Memorials Stone memorials in different place Ashes to be interred 3 or 4 lines for Remembrance Book Confusing memorial documentation Staff/Grounds Improved signposting No staff available Reduce smoke emissions Milton – too bleak Other	Wesley Hymns too fast	1
Microphone for ministers Chapel not ready in time Provide extra (folding) seating New chapel too large New chapel too modern Blinds in Milton chapel Floral tributes Remove cigarette box in floral area Flowers placed under wrong name Flowers wilted under sun Flowers should be higher up Memorials Stone memorials in different place Ashes to be interred 3 or 4 lines for Remembrance Book Confusing memorial documentation Staff/Grounds Improved signposting No staff available Reduce smoke emissions Waiting rooms Milton – too bleak Other	Provide sample cd's of Wesley music	1
Microphone for ministers Chapel not ready in time Provide extra (folding) seating New chapel too large New chapel too modern Blinds in Milton chapel Floral tributes Remove cigarette box in floral area Flowers placed under wrong name Flowers wilted under sun Flowers should be higher up Memorials Stone memorials in different place Ashes to be interred 3 or 4 lines for Remembrance Book Confusing memorial documentation Staff/Grounds Improved signposting No staff available Reduce smoke emissions Waiting rooms Milton – too bleak Other	Wesley music ended abruptly	1
Chapel not ready in time Provide extra (folding) seating New chapel too large New chapel too modern Blinds in Milton chapel Floral tributes Remove cigarette box in floral area Flowers placed under wrong name Flowers wilted under sun Flowers should be higher up Memorials Stone memorials in different place Ashes to be interred 3 or 4 lines for Remembrance Book Confusing memorial documentation Staff/Grounds Improved signposting No staff available Reduce smoke emissions Milton – too bleak Other		1
New chapel too large New chapel too modern Blinds in Milton chapel Floral tributes Remove cigarette box in floral area Flowers placed under wrong name Flowers wilted under sun Flowers should be higher up Memorials Stone memorials in different place Ashes to be interred 2 3 or 4 lines for Remembrance Book Confusing memorial documentation Staff/Grounds Improved signposting No staff available Reduce smoke emissions Waiting rooms Milton – too bleak Other	_	1
New chapel too modern Blinds in Milton chapel Floral tributes Remove cigarette box in floral area Flowers placed under wrong name Flowers wilted under sun Flowers should be higher up Memorials Stone memorials in different place Ashes to be interred 2 3 or 4 lines for Remembrance Book Confusing memorial documentation Staff/Grounds Improved signposting No staff available Reduce smoke emissions Milton – too bleak Other	Provide extra (folding) seating	1
Blinds in Milton chapel Floral tributes Remove cigarette box in floral area Flowers placed under wrong name Flowers wilted under sun Flowers should be higher up Memorials Stone memorials in different place Ashes to be interred 2 3 or 4 lines for Remembrance Book Confusing memorial documentation Staff/Grounds Improved signposting No staff available Reduce smoke emissions Waiting rooms Milton – too bleak Other	New chapel too large	1
Floral tributes Remove cigarette box in floral area Flowers placed under wrong name Flowers wilted under sun Flowers should be higher up Memorials Stone memorials in different place Ashes to be interred 3 or 4 lines for Remembrance Book Confusing memorial documentation Staff/Grounds Improved signposting No staff available Reduce smoke emissions Milton – too bleak 1 Other	New chapel too modern	1
Remove cigarette box in floral area Flowers placed under wrong name Flowers wilted under sun Flowers should be higher up Memorials Stone memorials in different place Ashes to be interred 2 3 or 4 lines for Remembrance Book Confusing memorial documentation Staff/Grounds Improved signposting No staff available Reduce smoke emissions Waiting rooms Milton – too bleak Other	-	1
Flowers placed under wrong name Flowers wilted under sun Flowers should be higher up Memorials Stone memorials in different place Ashes to be interred 2 3 or 4 lines for Remembrance Book Confusing memorial documentation Staff/Grounds Improved signposting No staff available Reduce smoke emissions Waiting rooms Milton – too bleak Other	Floral tributes	
Flowers wilted under sun Flowers should be higher up Memorials Stone memorials in different place Ashes to be interred 2 3 or 4 lines for Remembrance Book Confusing memorial documentation Staff/Grounds Improved signposting No staff available Reduce smoke emissions Waiting rooms Milton – too bleak Other	Remove cigarette box in floral area	1
Flowers should be higher up Memorials Stone memorials in different place Ashes to be interred 2 3 or 4 lines for Remembrance Book Confusing memorial documentation Staff/Grounds Improved signposting Ano staff available Reduce smoke emissions Waiting rooms Milton – too bleak Other	Flowers placed under wrong name	1
Memorials Stone memorials in different place Ashes to be interred 2 3 or 4 lines for Remembrance Book Confusing memorial documentation 1 Staff/Grounds Improved signposting A No staff available Reduce smoke emissions 1 Waiting rooms Milton – too bleak 1 Other	Flowers wilted under sun	1
Memorials Stone memorials in different place Ashes to be interred 2 3 or 4 lines for Remembrance Book Confusing memorial documentation 1 Staff/Grounds Improved signposting A No staff available Reduce smoke emissions 1 Waiting rooms Milton – too bleak 1 Other	Flowers should be higher up	1
Ashes to be interred 2 3 or 4 lines for Remembrance Book 2 Confusing memorial documentation 1 Staff/Grounds Improved signposting 4 No staff available 1 Reduce smoke emissions 1 Waiting rooms Milton – too bleak 1 Other	Memorials	
3 or 4 lines for Remembrance Book Confusing memorial documentation Staff/Grounds Improved signposting A No staff available Reduce smoke emissions Waiting rooms Milton – too bleak Other	Stone memorials in different place	1
Confusing memorial documentation 1 Staff/Grounds Improved signposting 4 No staff available 1 Reduce smoke emissions 1 Waiting rooms Milton – too bleak 1 Other	Ashes to be interred	2
Staff/Grounds Improved signposting 4 No staff available 1 Reduce smoke emissions 1 Waiting rooms Milton – too bleak 1 Other	3 or 4 lines for Remembrance Book	2
Staff/Grounds Improved signposting 4 No staff available 1 Reduce smoke emissions 1 Waiting rooms Milton – too bleak 1 Other	Confusing memorial documentation	1
No staff available 1 Reduce smoke emissions 1 Waiting rooms Milton – too bleak 1 Other		
No staff available 1 Reduce smoke emissions 1 Waiting rooms Milton – too bleak 1 Other	Improved signposting	4
Waiting rooms Milton – too bleak Other		1
Milton – too bleak 1 Other	Reduce smoke emissions	1
Milton – too bleak 1 Other	Waiting rooms	
	_	1
Difficult road signs from Amersham 1	Difficult road signs from Amersham	1