
Appendix 3: Consultation Questions and Proposed Answers

Crematoria Provision in England

8. Q. *Do you consider there is a need for new crematoria in your area?*
A. **No, in 2015 there was 49% unused capacity at our Crematorium.**
9. Q. *If yes, please state which geographical area this relates to.*
A. **N/A**
10. Q. *Have you experienced any problems in developing new crematoria?*
A. **No**
11. Q. *If yes, please describe what problems you have encountered, how often they occurred and which geographical area they relate to.*
A. **N/A**

Size and Capacity of Crematoria

16. Q. *Have you experienced any problems with accommodating larger groups of mourners?*
A. **No.**
17. Q. *If yes, please describe what problems you have encountered, how often they occurred and which geographical area they relate to.*
A. **N/A**
18. Q. *Have you experienced any problems with booking the time or length of cremation services to meet the needs of mourners?*
A. **No.**
19. Q. *If yes, please describe what problems you have encountered, how often they occurred and which geographical area they relate to.*
A. **N/A**
20. Q. *If you have adapted your facilities or services to meet the needs of larger groups of mourners, how did you do this and why?*
A. **There is standing room for approximately 150 mourners at the rear of the chapel with tribute screens and speakers for them to view the service.**

Crematoria Facilities - Accommodation and Amenities

23. Q. *Do you provide specific accommodation or amenities that meet the needs of faith or community groups, such as a private room to mourn with the coffin, washing facilities, or an ability to witness the coffin entering the cremator?*
A. **Yes.**

24. Q. *If yes, please describe what accommodation or amenities you provide, how often they are used and which geographical area they relate to.*
A. **Ability for approximately 20 mourners to witness the coffin entering the cremator. It should be noted that in 2015 there was only 1 Hindu cremation and no Sikh cremations at Mountsett Crematorium.**
25. Q. *If you have increased your provision of accommodation or amenities to meet the needs of faith or community groups, how did you do this and why?*
A. **N/A**

Iconography

28. Q. *Do you provide removable iconography to meet the needs of faith and community groups?*
A. **No.**
29. Q. *If yes, please describe what iconography you provide, how often it used and which geographical area they relate to.*
A. **N/A**
30. Q. *If you have increased your provision of iconography to meet the needs of faith or community groups, how did you do this and why?*
A. **N/A**

Car Parking

33. Q. *Have you experienced any problems with car parking at crematoria to meet the needs of mourners?*
A. **Yes, in the past.**
34. Q. *If yes, please describe what problems you have encountered, how often they occurred and which geographical area they relate to.*
A. **Large number of vehicles accessing the facilities on a weekly basis.**
35. Q. *If you have increased your car parking availability, how did you do this and why?*
A. **Extra parking facilities are been created by the removal of a grassed area within the crematorium grounds, increasing the number of spaces from 54 to 88.**

Staff Training

39. Q. *Does your staff training policy include cultural awareness and sensitivity to all faith, community groups and users?*
A. **Yes**
40. Q. *If yes, please describe details of the training, and which geographical area they relate to.*
A. **All staff complete a mandatory online equality and diversity training course.**

41. Q. *As a provider of crematoria, have you received any complaints regarding the awareness and sensitivity of crematoria staff to different faith and community groups?*

A. No.

42. Q. *If yes, please describe any changes to staff training policies or practice implemented as a result?*

A. N/A