

Bereavement Services Service User Questionnaire 2016 (Quarter 4): Summary report

This report was created on Thursday 12 January 2017 at 11:24.

The consultation ran from 01/10/2016 to 31/12/2016.

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12

Question 1: What is your name?

Name

There were 2 responses to this part of the question.

Question 2: What is your email address?

Email

There were 1 responses to this part of the question.

Question 3: What is your organisation?

Organisation

There were 1 responses to this part of the question.

Question 4: General: At which site did you access the Council's Cemeteries and Crematoria Service?

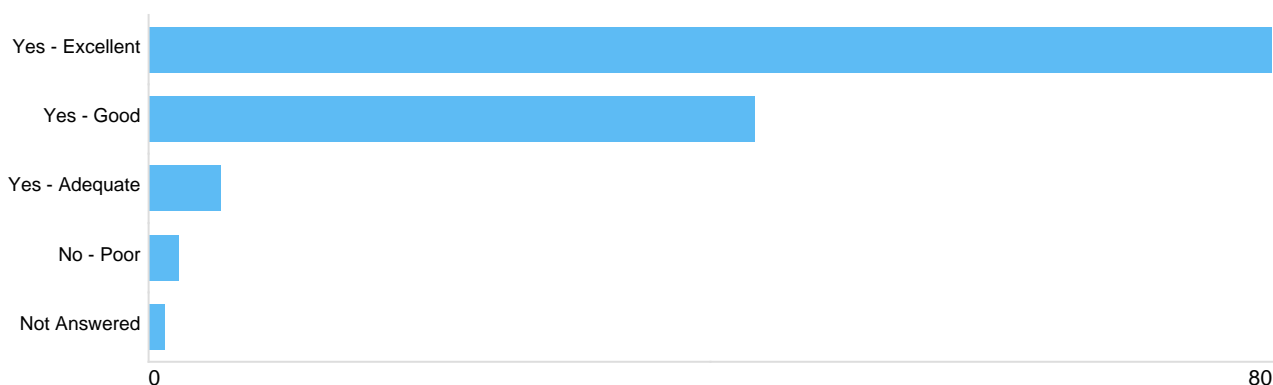
Q



Option	Total	Percent
Brandwood End Cemetery	9	6.87%
Handsworth Cemetery	15	11.45%
Kings Norton Cemetery	16	12.21%
Lodge Hill Cemetery & Crematorium	47	35.88%
Quinton Cemetery	7	5.34%
Sutton Coldfield Cemetery	0	0%
Sutton Coldfield Crematorium	14	10.69%
Sutton Newhall Cemetery	0	0%
Witton Cemetery	5	3.82%
Yardley Cemetery & Crematorium	18	13.74%
Not Answered	0	0%

Question 5: General: What is your overall impression of the Council's Cemeteries and Crematoria Service?

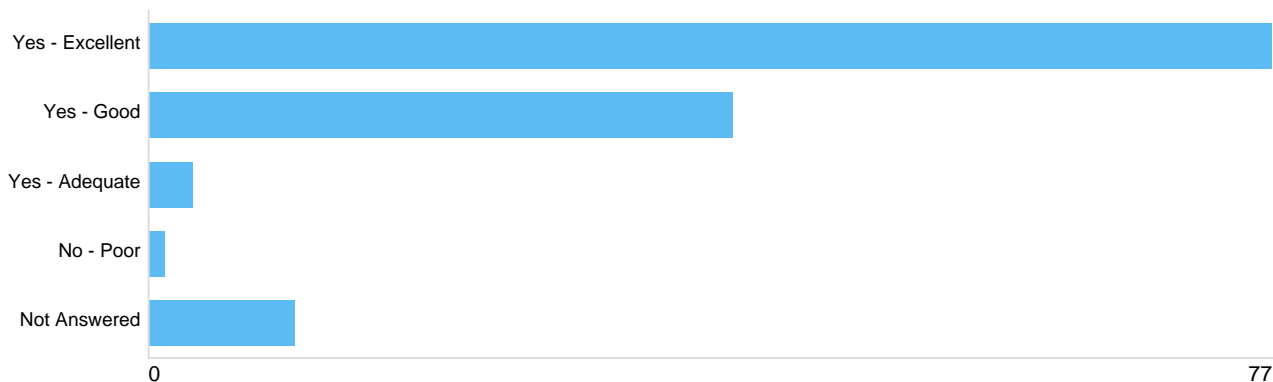
Q4



Option	Total	Percent
Yes - Excellent	80	61.07%
Yes - Good	43	32.82%
Yes - Adequate	5	3.82%
No - Poor	2	1.53%
Not Answered	1	0.76%

Question 6: General: Did you find the Council's staff to be helpful and courteous?

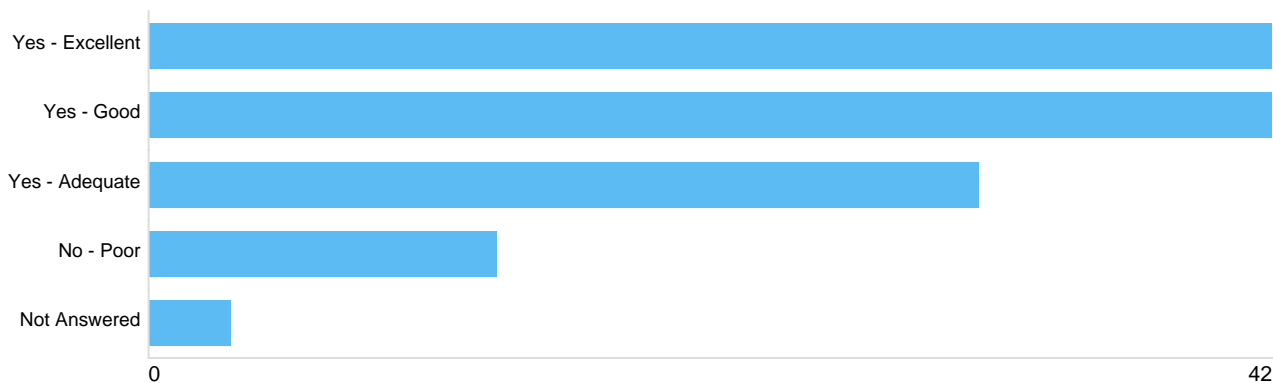
Q5



Option	Total	Percent
Yes - Excellent	77	58.78%
Yes - Good	40	30.53%
Yes - Adequate	3	2.29%
No - Poor	1	0.76%
Not Answered	10	7.63%

Question 7: General: Do you consider the Council's charges to be reasonable in relation to the overall cost of the funeral?

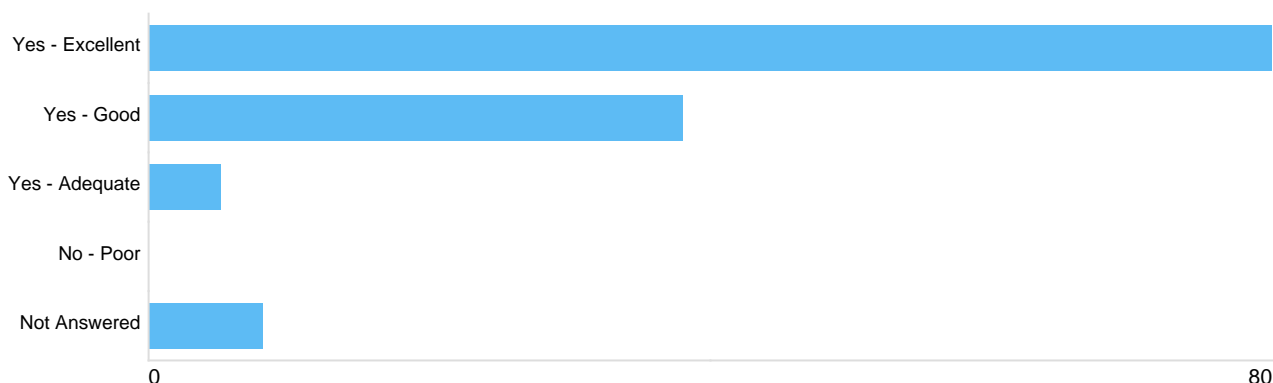
Q6



Option	Total	Percent
Yes - Excellent	42	32.06%
Yes - Good	42	32.06%
Yes - Adequate	31	23.66%
No - Poor	13	9.92%
Not Answered	3	2.29%

Question 8: General: Have you found the Cemetery/Crematorium employees dressed appropriately for the service that is being provided?

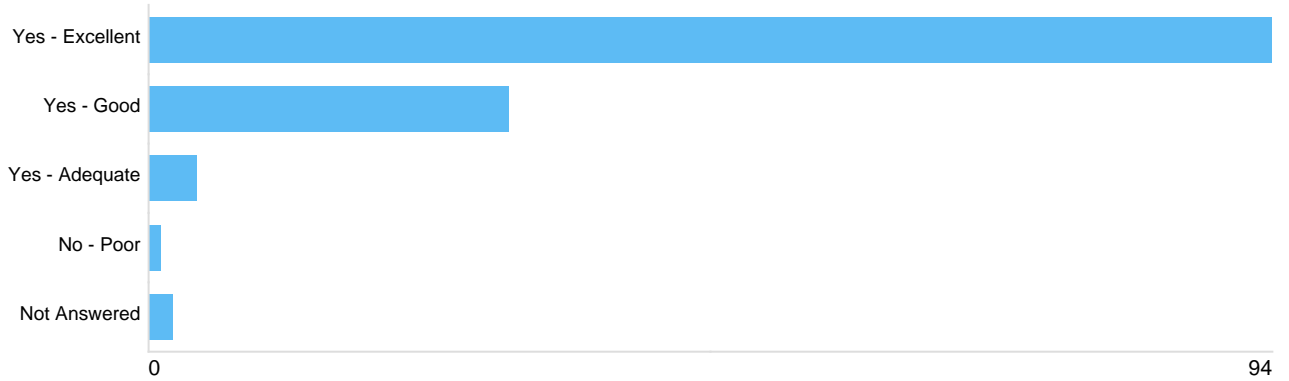
Q7



Option	Total	Percent
Yes - Excellent	80	61.07%
Yes - Good	38	29.01%
Yes - Adequate	5	3.82%
No - Poor	0	0%
Not Answered	8	6.11%

Question 9: General: Was the service provided at the time and place you specified?

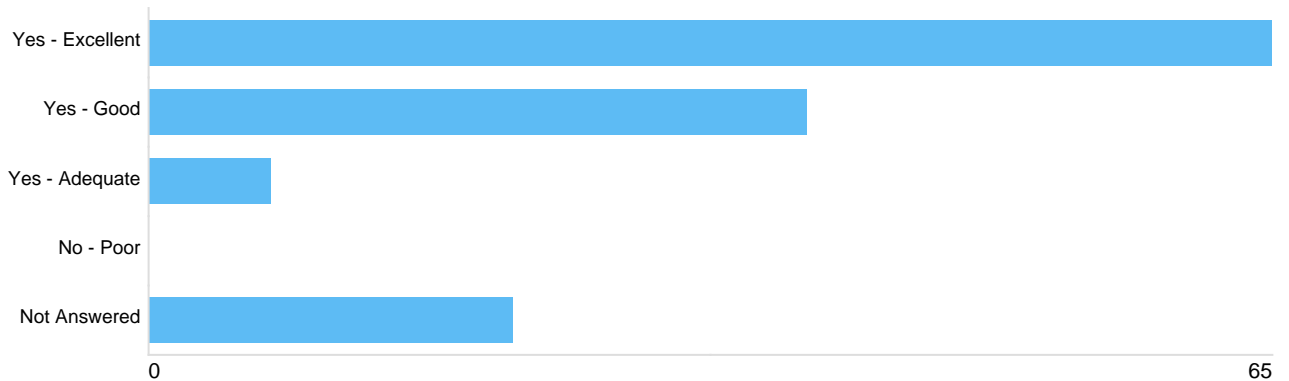
Q8



Option	Total	Percent
Yes - Excellent	94	71.76%
Yes - Good	30	22.90%
Yes - Adequate	4	3.05%
No - Poor	1	0.76%
Not Answered	2	1.53%

Question 10: General: Was the literature provided clear and understandable?

Q9



Option	Total	Percent
Yes - Excellent	65	49.62%
Yes - Good	38	29.01%
Yes - Adequate	7	5.34%
No - Poor	0	0%
Not Answered	21	16.03%

Question 11: Burial: Was the grave preparation to your satisfaction?

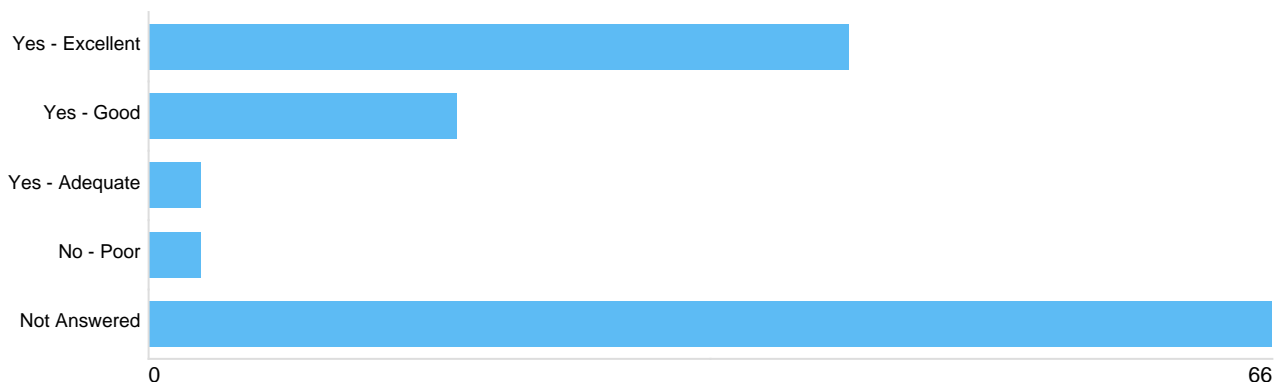
Q10



Option	Total	Percent
Yes - Excellent	42	32.06%
Yes - Good	10	7.63%
Yes - Adequate	3	2.29%
No - Poor	2	1.53%
Not Answered	74	56.49%

Question 12: Burial: What do you think of the standard of grounds maintenance in the City Cemeteries?

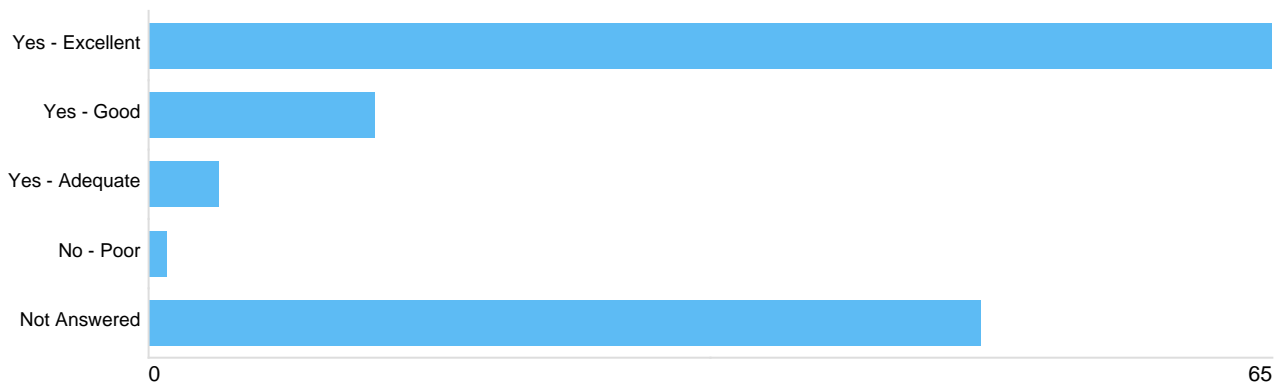
Q11



Option	Total	Percent
Yes - Excellent	41	31.30%
Yes - Good	18	13.74%
Yes - Adequate	3	2.29%
No - Poor	3	2.29%
Not Answered	66	50.38%

Question 13: Cremation: Were you satisfied with the cleanliness and appearance of the Crematorium Chapel?

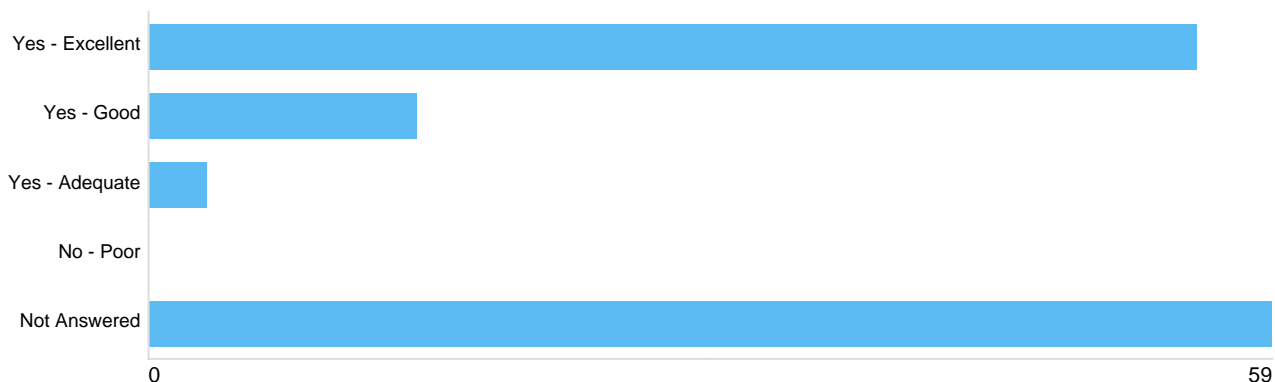
Q12



Option	Total	Percent
Yes - Excellent	65	49.62%
Yes - Good	13	9.92%
Yes - Adequate	4	3.05%
No - Poor	1	0.76%
Not Answered	48	36.64%

Question 14: Cremation: Were there ample service and hymn books available in the chapel?

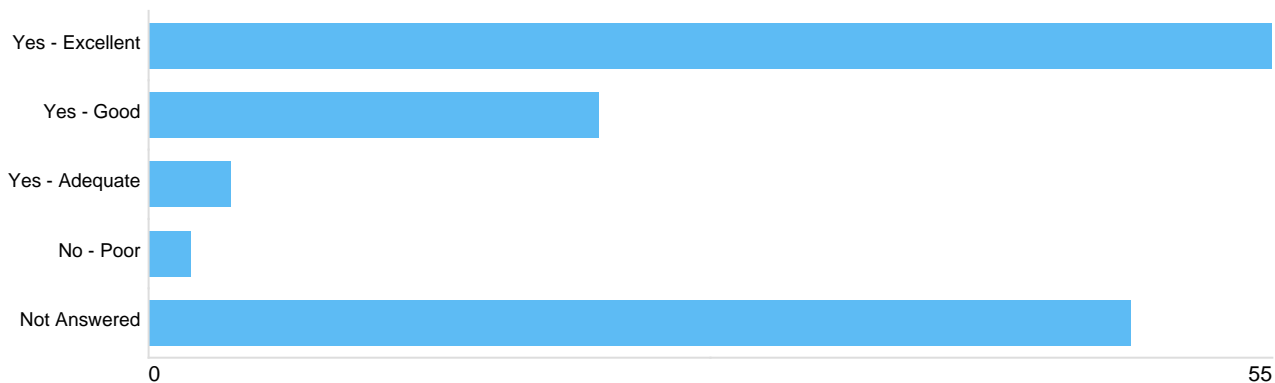
Q13



Option	Total	Percent
Yes - Excellent	55	41.98%
Yes - Good	14	10.69%
Yes - Adequate	3	2.29%
No - Poor	0	0%
Not Answered	59	45.04%

Question 15: Cremation: What do you think of the standard of the grounds at the Crematorium?

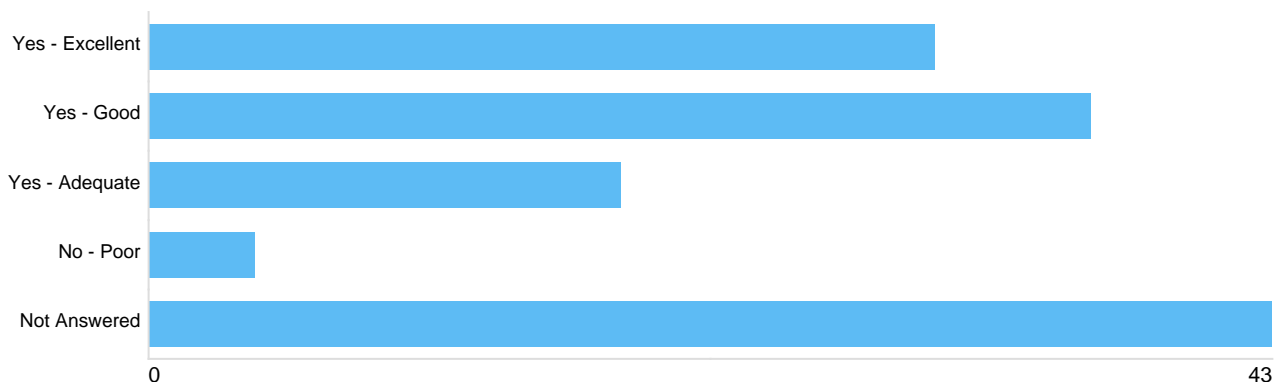
Q14



Option	Total	Percent
Yes - Excellent	55	41.98%
Yes - Good	22	16.79%
Yes - Adequate	4	3.05%
No - Poor	2	1.53%
Not Answered	48	36.64%

Question 16: Memorialisation: What do you think of the Council's memorialisation schemes (e.g plaques,kerbs)?

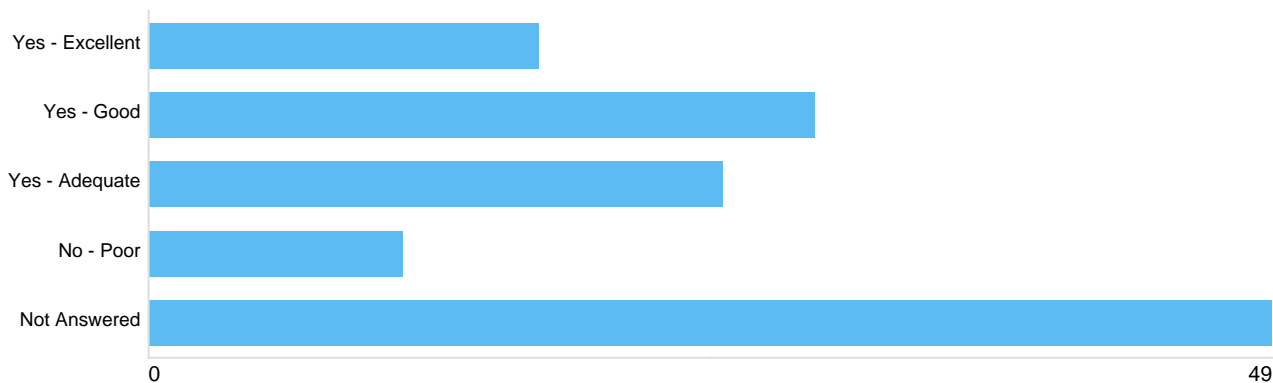
Q15



Option	Total	Percent
Yes - Excellent	30	22.90%
Yes - Good	36	27.48%
Yes - Adequate	18	13.74%
No - Poor	4	3.05%
Not Answered	43	32.82%

Question 17: Memorialisation: Do you consider the charges for memorialisation schemes to be reasonable?

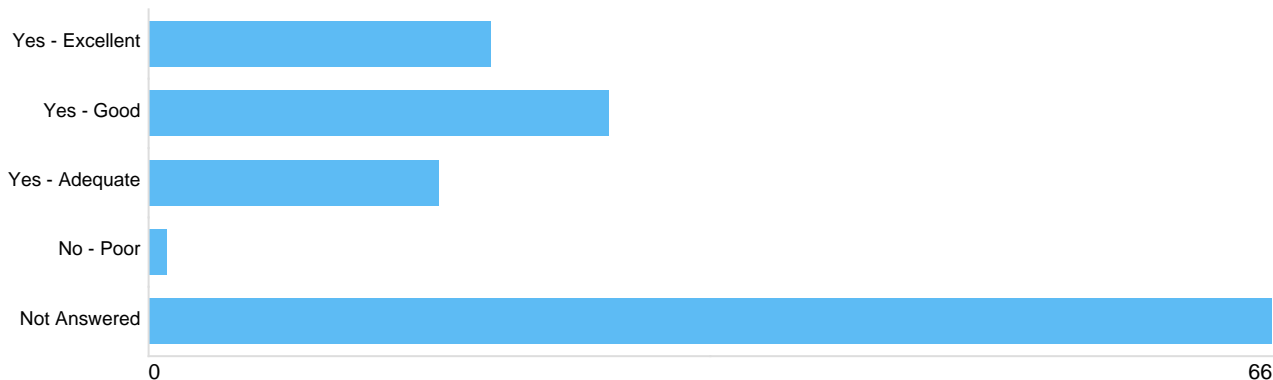
Q16



Option	Total	Percent
Yes - Excellent	17	12.98%
Yes - Good	29	22.14%
Yes - Adequate	25	19.08%
No - Poor	11	8.40%
Not Answered	49	37.40%

Question 18: Memorialisation: Are you satisfied with the choice of cremation memorials provided? If no please provide further details in comments below.

Q17



Option	Total	Percent
Yes - Excellent	20	15.27%
Yes - Good	27	20.61%
Yes - Adequate	17	12.98%
No - Poor	1	0.76%
Not Answered	66	50.38%

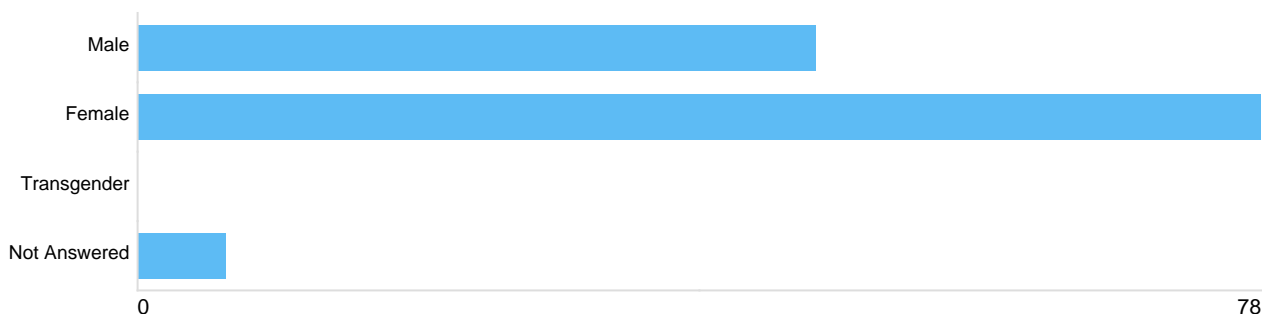
Question 19: We will do everything practicable to ensure that the service provided by Bereavement Services is satisfactory and meet our Service Users requirements. Please tell us below your comments/suggestions relating to the service. If there are any queries or issues that you would like a formal response to, please also provide the details of the funeral along with your name and address in order that we may investigate and respond.

Q18

There were 57 responses to this part of the question.

Question 20: Our aim is to ensure that the services we provide meet your needs. To help us check this happens we would like you to tell us the following. This information will be treated confidentially and will not be passed on to any other organisation. Are You?

Q19



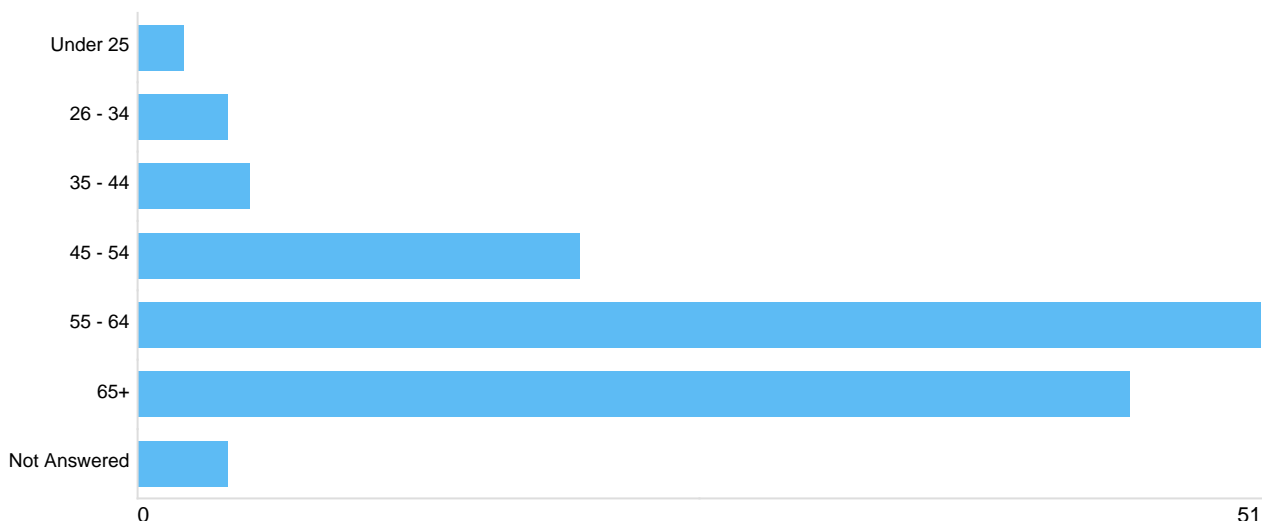
Option	Total	Percent
Male	47	35.88%
Female	78	59.54%
Transgender	0	0%
Not Answered	6	4.58%

Q19

There were 0 responses to this part of the question.

Question 21: Which of the following age categories do you fit into?

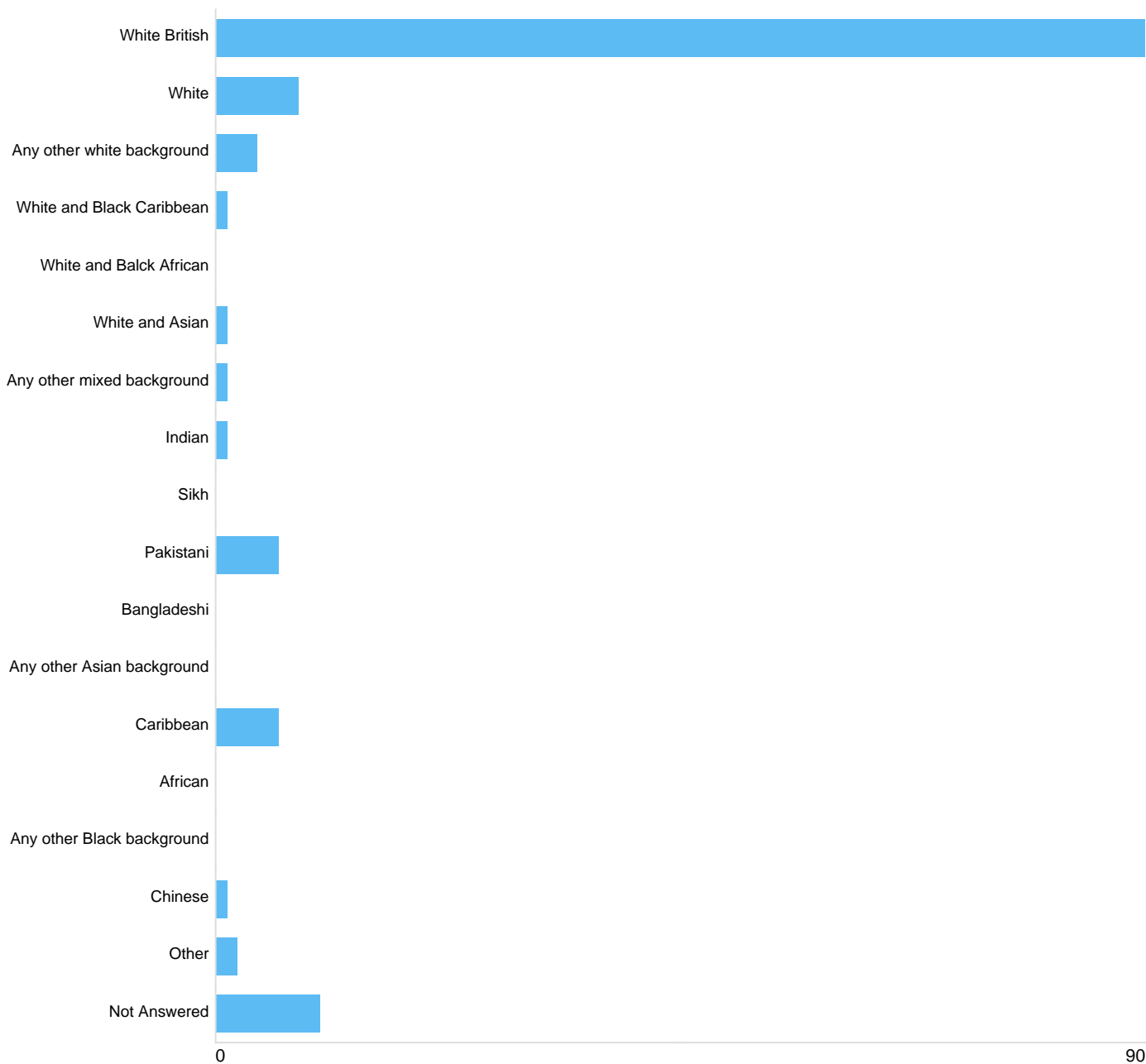
Q20



Option	Total	Percent
Under 25	2	1.53%
26 - 34	4	3.05%
35 - 44	5	3.82%
45 - 54	20	15.27%
55 - 64	51	38.93%
65+	45	34.35%
Not Answered	4	3.05%

Question 22: Are you?

Q21



Option	Total	Percent
White British	90	68.70%
White	8	6.11%
Any other white background	4	3.05%
White and Black Caribbean	1	0.76%
White and Balck African	0	0%
White and Asian	1	0.76%
Any other mixed background	1	0.76%
Indian	1	0.76%
Sikh	0	0%
Pakistani	6	4.58%
Bangladeshi	0	0%
Any other Asian background	0	0%
Caribbean	6	4.58%
African	0	0%
Any other Black background	0	0%
Chinese	1	0.76%
Other	2	1.53%
Not Answered	10	7.63%

Question 23: Do you have a disability?

Q22



Option	Total	Percent
Yes	13	9.92%
No	95	72.52%
Not Answered	23	17.56%

Question 24: Sexual Orientation, are you?

Q23





Option	Total	Percent
Heterosexual/Straight	83	63.36%
Gay	1	0.76%
Lesbian	0	0%
Bisexual	0	0%
Not Answered	47	35.88%