

Bereavement Services Service User Questionnaire 2017 (Quarter 1): Summary report

This report was created on Wednesday 26 April 2017 at 15:33.

The consultation ran from 01/01/2017 to 31/03/2017.

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12

Question 1: What is your name?

Name

There was 1 response to this part of the question.

Question 2: What is your email address?

Email

There was 1 response to this part of the question.

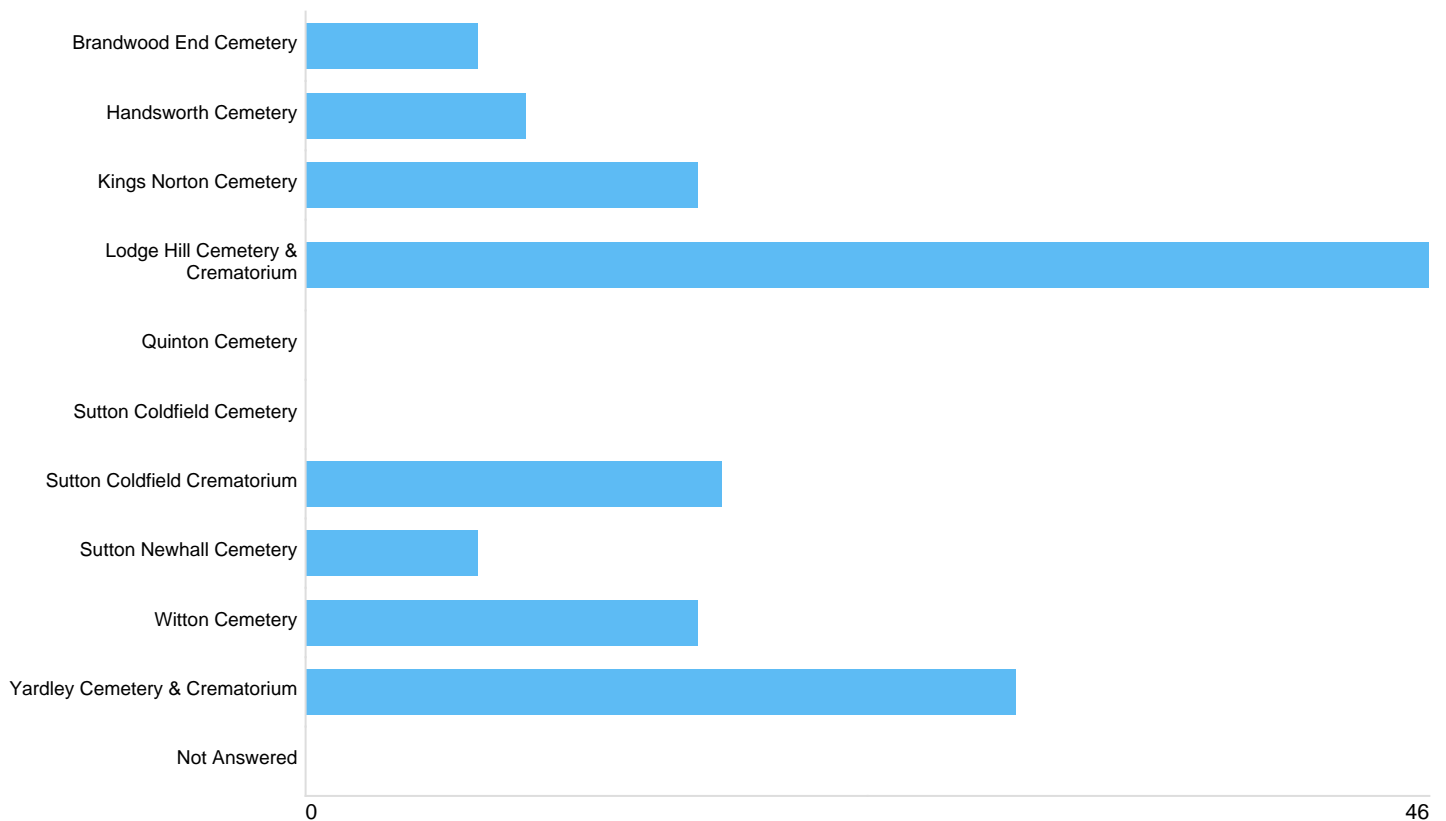
Question 3: What is your organisation?

Organisation

There was 1 response to this part of the question.

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

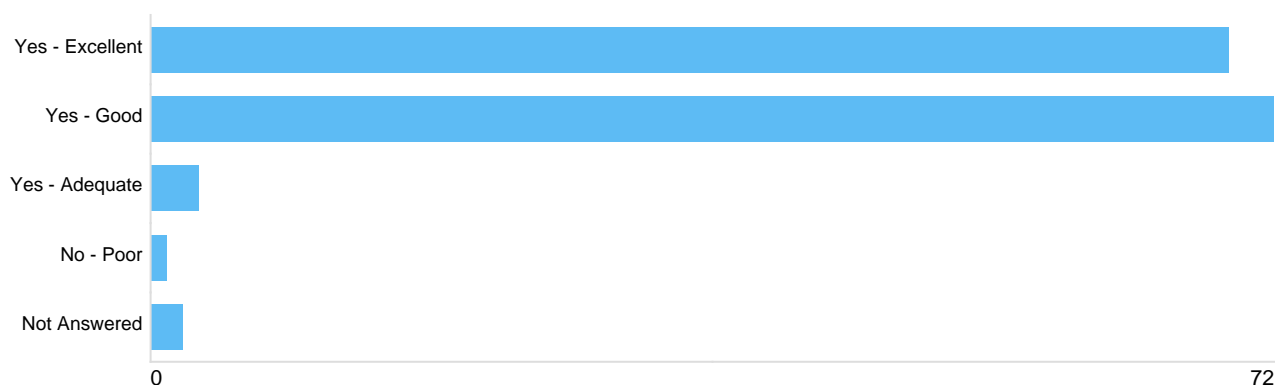
Q



Option	Total	Percent
Brandwood End Cemetery	7	4.76%
Handsworth Cemetery	9	6.12%
Kings Norton Cemetery	16	10.88%
Lodge Hill Cemetery & Crematorium	46	31.29%
Quinton Cemetery	0	0%
Sutton Coldfield Cemetery	0	0%
Sutton Coldfield Crematorium	17	11.56%
Sutton Newhall Cemetery	7	4.76%
Witton Cemetery	16	10.88%
Yardley Cemetery & Crematorium	29	19.73%
Not Answered	0	0%

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

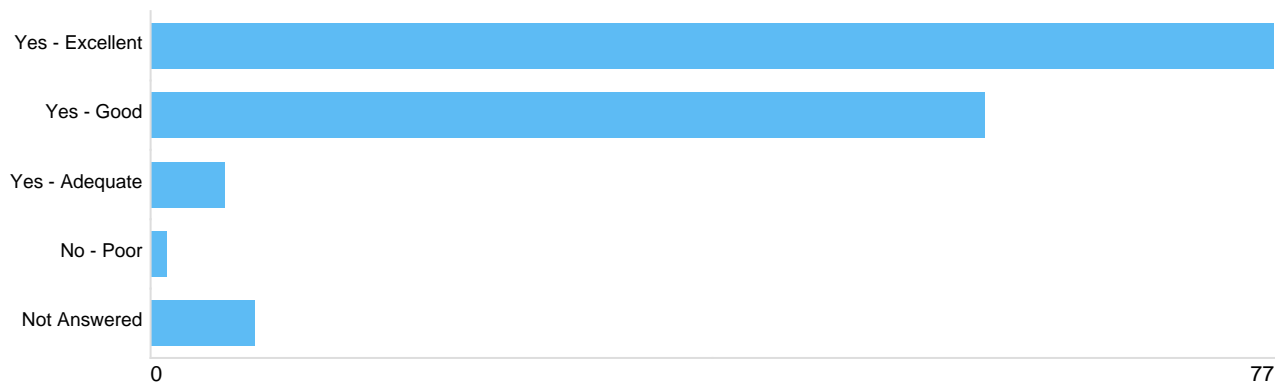
Q4



Option	Total	Percent
Yes - Excellent	69	46.94%
Yes - Good	72	48.98%
Yes - Adequate	3	2.04%
No - Poor	1	0.68%
Not Answered	2	1.36%

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

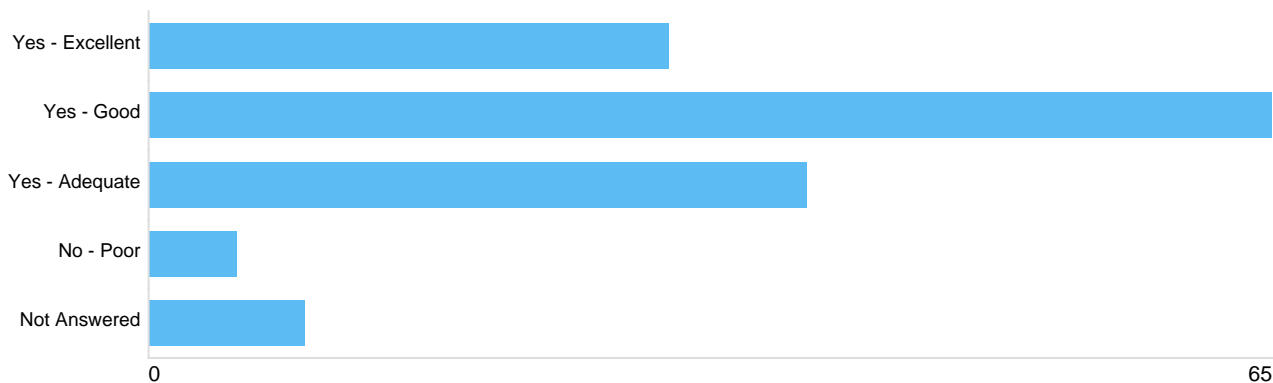
Q5



Option	Total	Percent
Yes - Excellent	77	52.38%
Yes - Good	57	38.78%
Yes - Adequate	5	3.40%
No - Poor	1	0.68%
Not Answered	7	4.76%

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

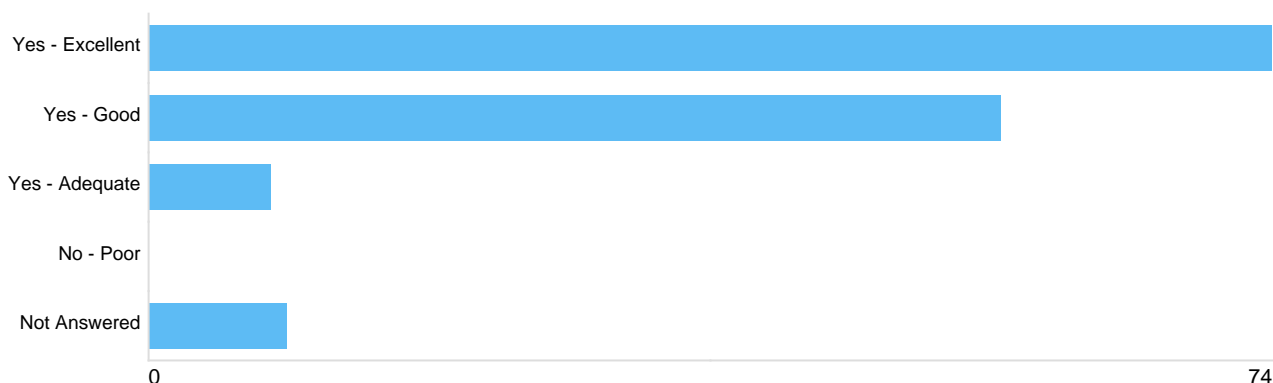
Q6



Option	Total	Percent
Yes - Excellent	30	20.41%
Yes - Good	65	44.22%
Yes - Adequate	38	25.85%
No - Poor	5	3.40%
Not Answered	9	6.12%

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

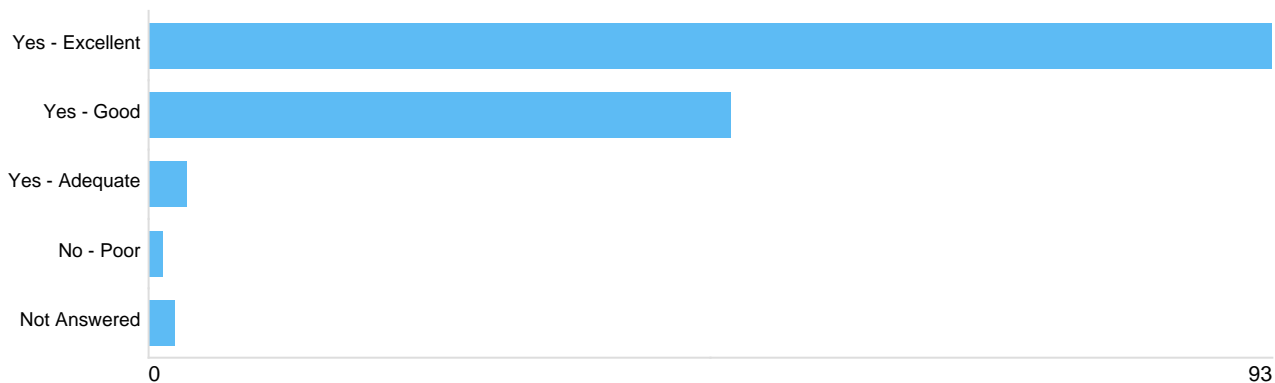
Q7



Option	Total	Percent
Yes - Excellent	74	50.34%
Yes - Good	56	38.10%
Yes - Adequate	8	5.44%
No - Poor	0	0%
Not Answered	9	6.12%

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

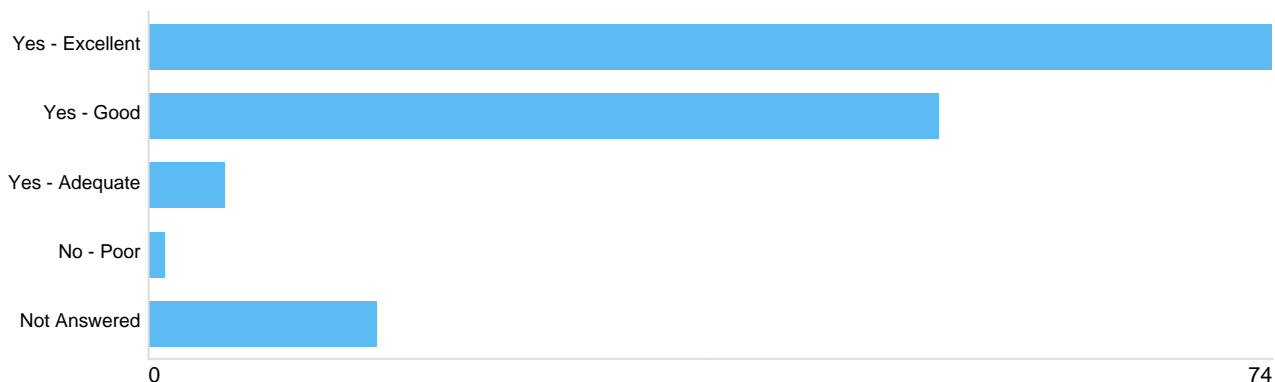
Q8



Option	Total	Percent
Yes - Excellent	93	63.27%
Yes - Good	48	32.65%
Yes - Adequate	3	2.04%
No - Poor	1	0.68%
Not Answered	2	1.36%

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

Q9



Option	Total	Percent
Yes - Excellent	74	50.34%
Yes - Good	52	35.37%
Yes - Adequate	5	3.40%
No - Poor	1	0.68%
Not Answered	15	10.20%

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

Q10



Option	Total	Percent
Yes - Excellent	33	22.45%
Yes - Good	16	10.88%
Yes - Adequate	5	3.40%
No - Poor	0	0%
Not Answered	93	63.27%

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

Q11



Option	Total	Percent
Yes - Excellent	28	19.05%
Yes - Good	29	19.73%
Yes - Adequate	5	3.40%
No - Poor	5	3.40%
Not Answered	80	54.42%

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

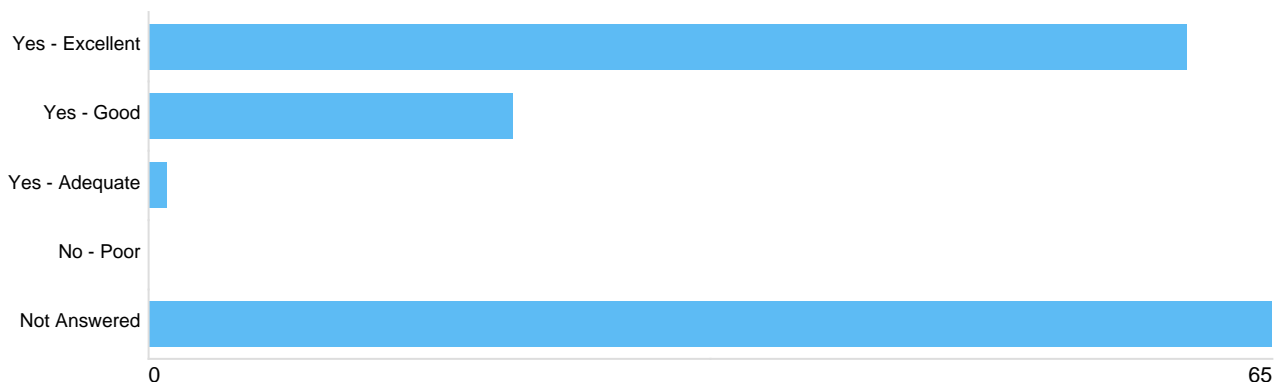
Q12



Option	Total	Percent
Yes - Excellent	79	53.74%
Yes - Good	16	10.88%
Yes - Adequate	3	2.04%
No - Poor	2	1.36%
Not Answered	47	31.97%

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

Q13



Option	Total	Percent
Yes - Excellent	60	40.82%
Yes - Good	21	14.29%
Yes - Adequate	1	0.68%
No - Poor	0	0%
Not Answered	65	44.22%

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

Q14



Option	Total	Percent
Yes - Excellent	55	37.41%
Yes - Good	36	24.49%
Yes - Adequate	8	5.44%
No - Poor	3	2.04%
Not Answered	45	30.61%

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

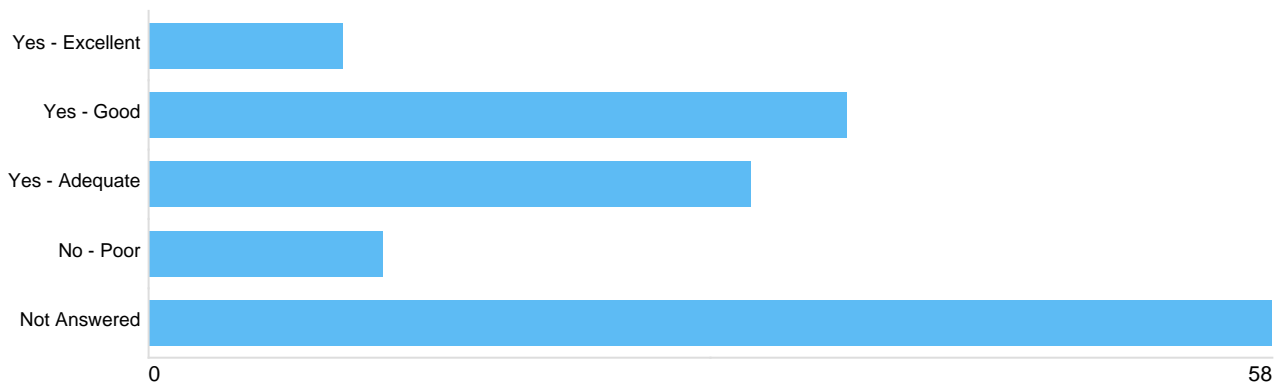
Q15



Option	Total	Percent
Yes - Excellent	31	21.09%
Yes - Good	54	36.73%
Yes - Adequate	10	6.80%
No - Poor	1	0.68%
Not Answered	51	34.69%

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

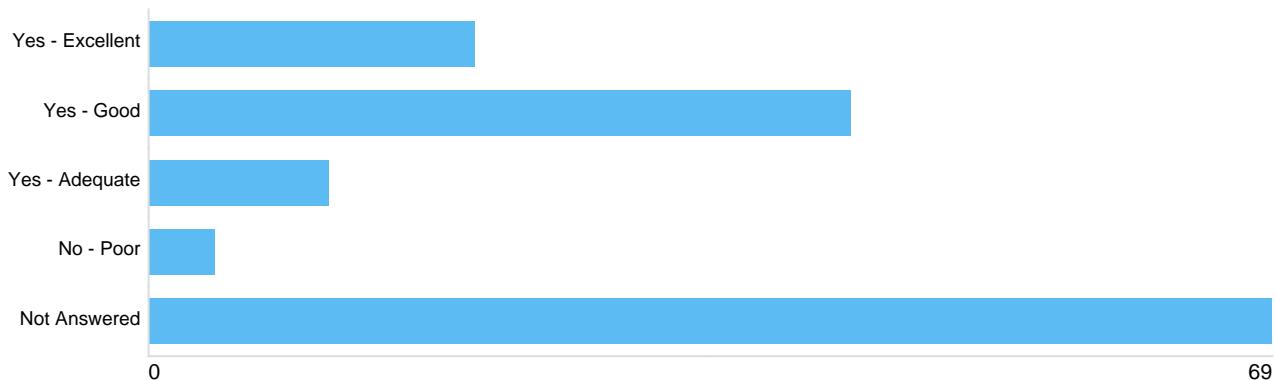
Q16



Option	Total	Percent
Yes - Excellent	10	6.80%
Yes - Good	36	24.49%
Yes - Adequate	31	21.09%
No - Poor	12	8.16%
Not Answered	58	39.46%

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	13.61%
Yes - Good	43	29.25%
Yes - Adequate	11	7.48%
No - Poor	4	2.72%
Not Answered	69	46.94%

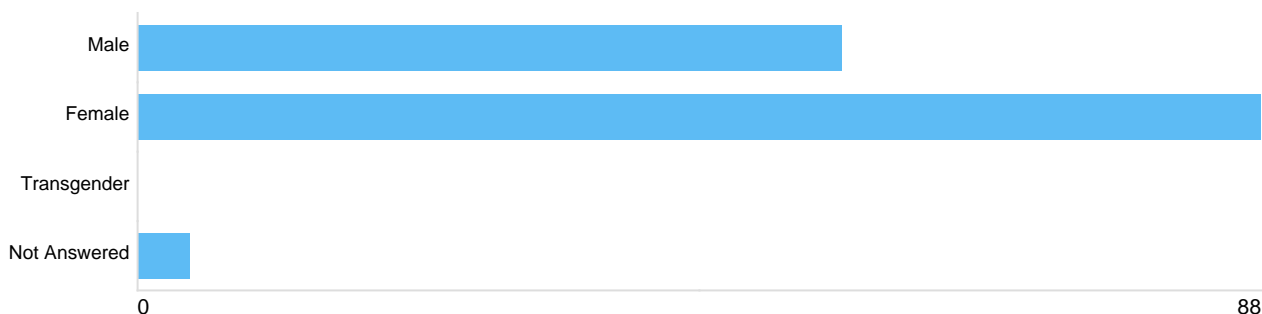
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Q18

There were 61 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



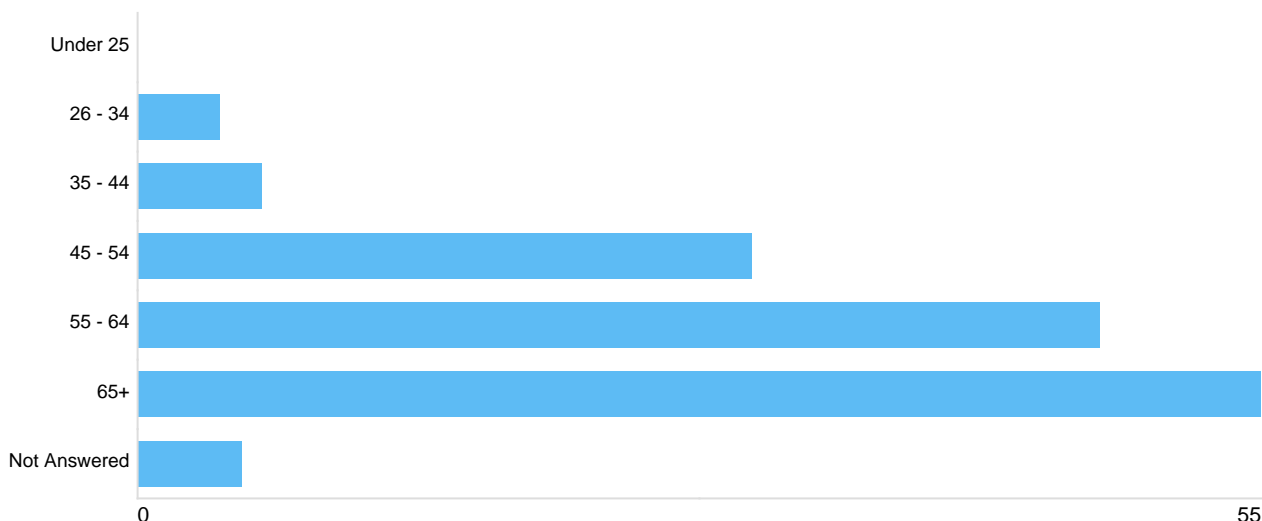
Option	Total	Percent
Male	55	37.41%
Female	88	59.86%
Transgender	0	0%
Not Answered	4	2.72%

Q19

There were 0 responses to this part of the question.

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

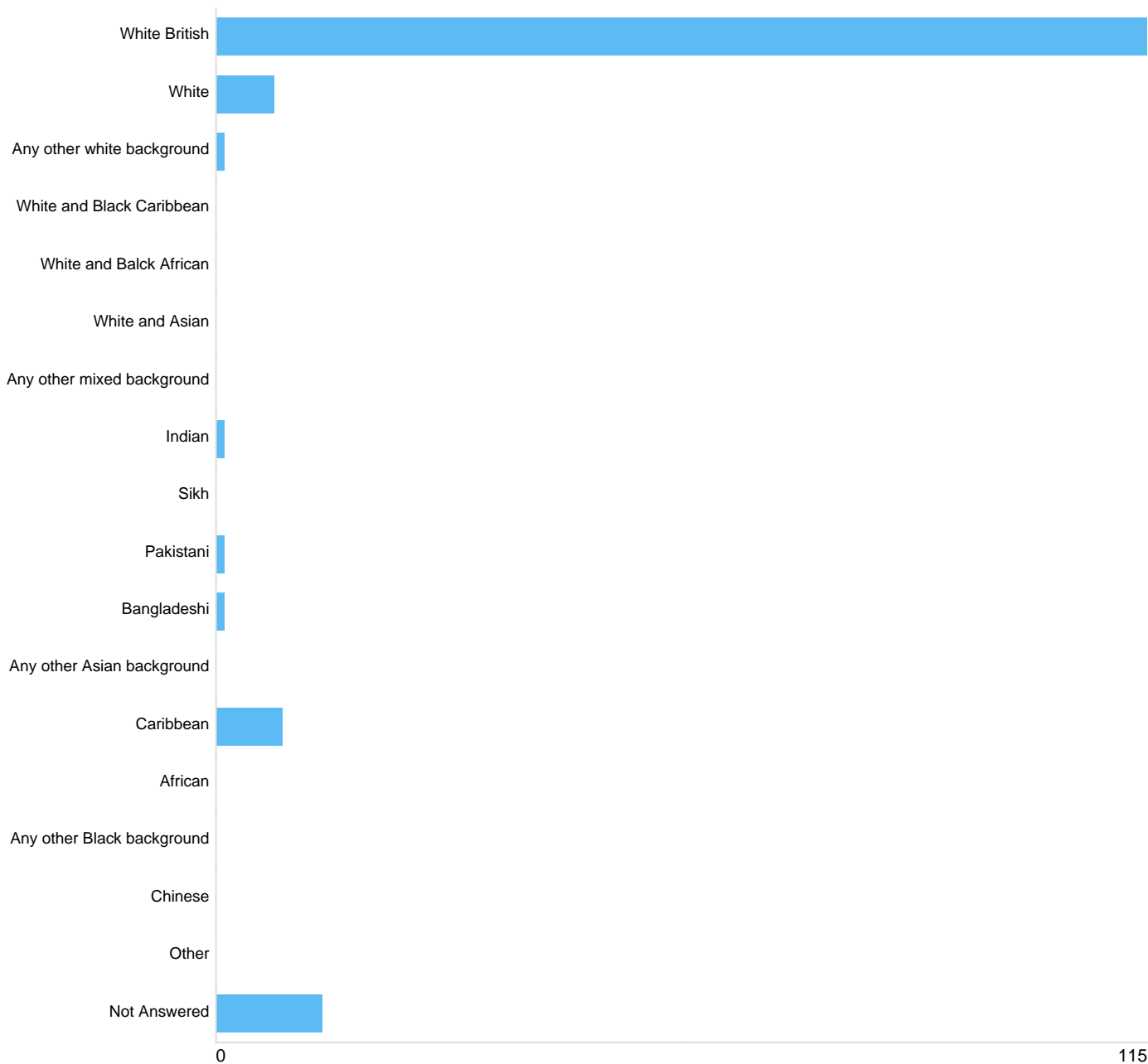
Q20



Option	Total	Percent
Under 25	0	0%
26 - 34	4	2.72%
35 - 44	6	4.08%
45 - 54	30	20.41%
55 - 64	47	31.97%
65+	55	37.41%
Not Answered	5	3.40%

Question 22: Are you?

Q21



Option	Total	Percent
White British	115	78.23%
White	7	4.76%
Any other white background	1	0.68%
White and Black Caribbean	0	0%
White and Balck African	0	0%
White and Asian	0	0%
Any other mixed background	0	0%
Indian	1	0.68%
Sikh	0	0%
Pakistani	1	0.68%
Bangladeshi	1	0.68%
Any other Asian background	0	0%
Caribbean	8	5.44%
African	0	0%
Any other Black background	0	0%
Chinese	0	0%
Other	0	0%
Not Answered	13	8.84%

Question 23: Do you have a disability?

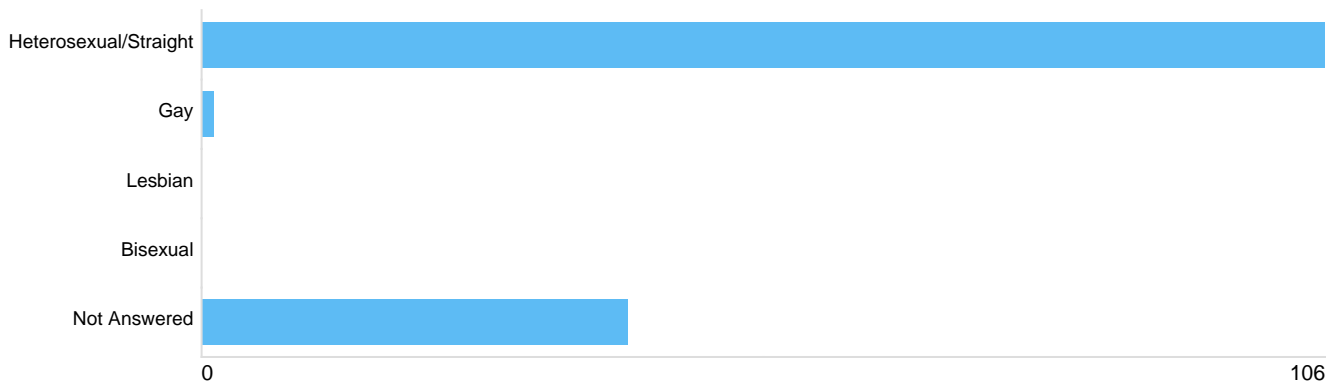
Q22



Option	Total	Percent
Yes	13	8.84%
No	112	76.19%
Not Answered	22	14.97%

Question 24: Sexual Orientation, are you?

Q23





Option	Total	Percent
Heterosexual/Straight	106	72.11%
Gay	1	0.68%
Lesbian	0	0%
Bisexual	0	0%
Not Answered	40	27.21%