

Bereavement Services Service User Questionnaire 2017 (Quarter 4): Summary report

This report was created on Wednesday 30 May 2018 at 09:48.

The consultation ran from 01/10/2017 to 31/12/2017.

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12

12

Question 1: What is your name?

Name

There were 134 responses to this part of the question.

Question 2: What is your email address?

Email

There were 2 responses to this part of the question.

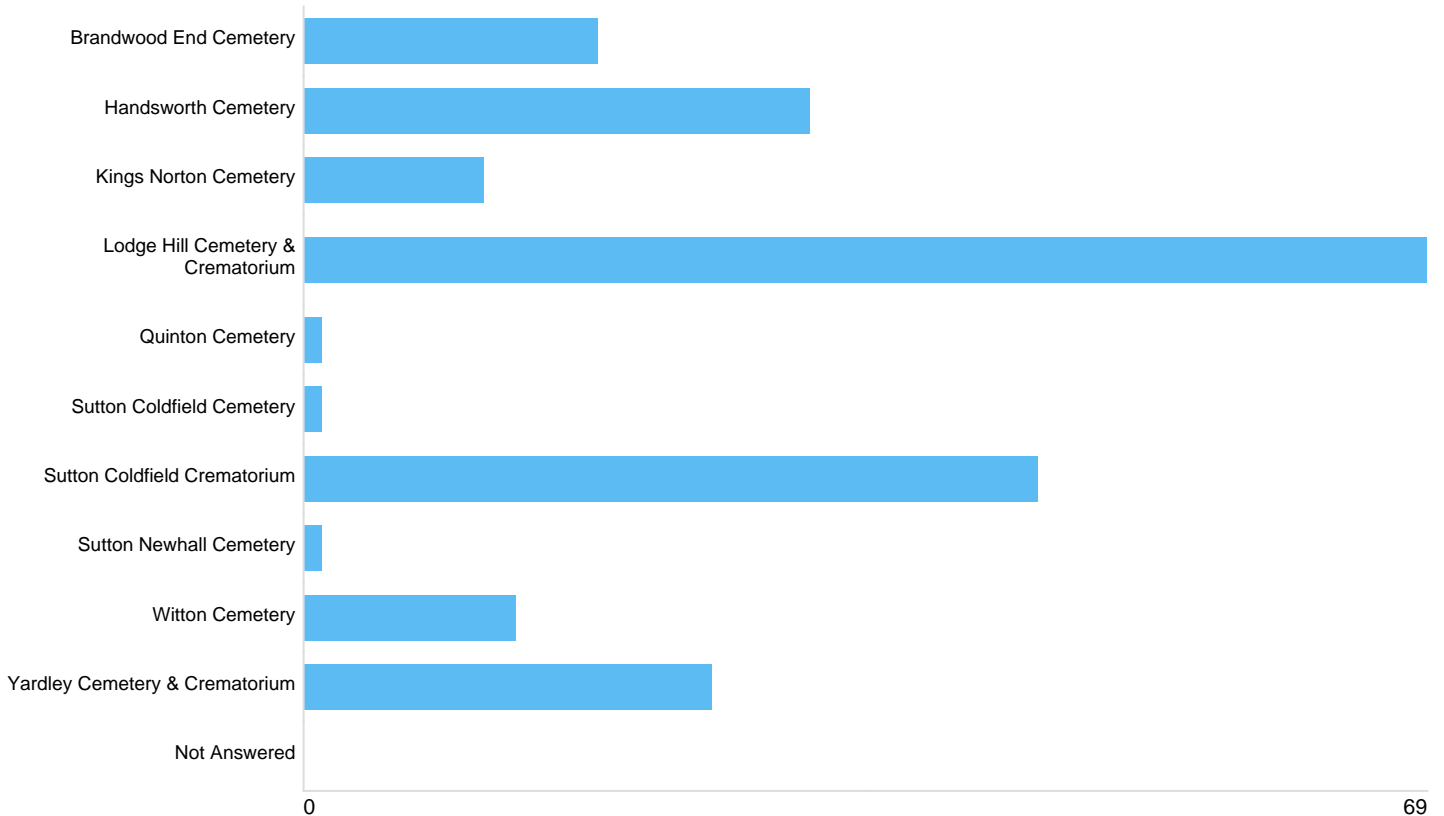
Question 3: What is your organisation?

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?

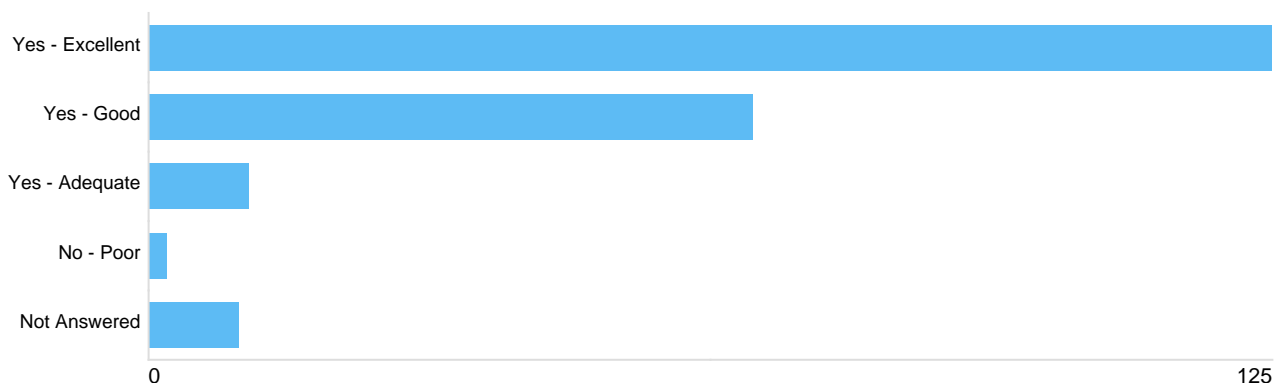
Q



Option	Total	Percent
Brandwood End Cemetery	18	8.37%
Handsworth Cemetery	31	14.42%
Kings Norton Cemetery	11	5.12%
Lodge Hill Cemetery & Crematorium	69	32.09%
Quinton Cemetery	1	0.47%
Sutton Coldfield Cemetery	1	0.47%
Sutton Coldfield Crematorium	45	20.93%
Sutton Newhall Cemetery	1	0.47%
Witton Cemetery	13	6.05%
Yardley Cemetery & Crematorium	25	11.63%
Not Answered	0	0%

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

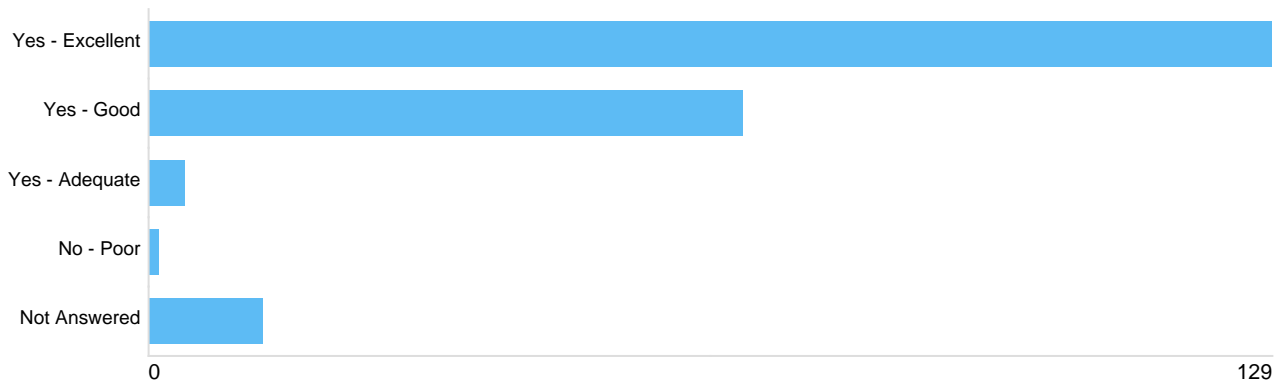
Q4



Option	Total	Percent
Yes - Excellent	125	58.14%
Yes - Good	67	31.16%
Yes - Adequate	11	5.12%
No - Poor	2	0.93%
Not Answered	10	4.65%

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

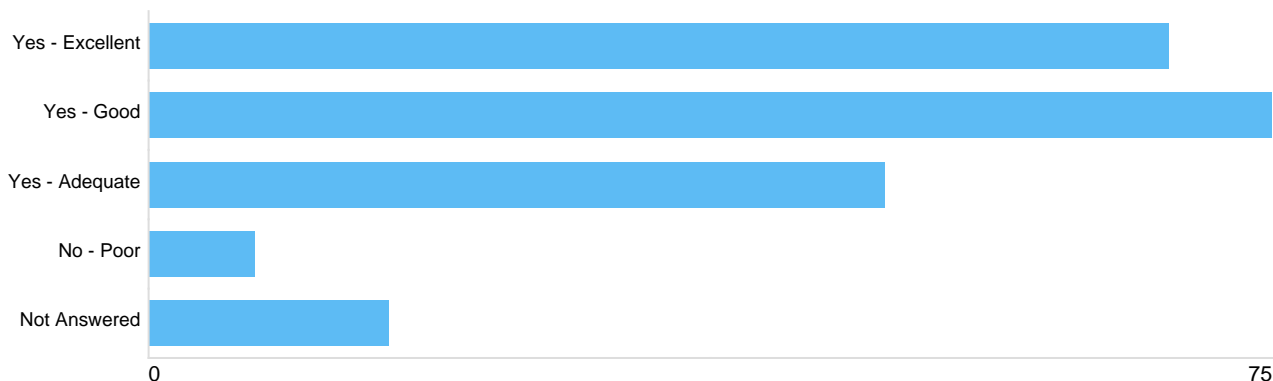
Q5



Option	Total	Percent
Yes - Excellent	129	60.00%
Yes - Good	68	31.63%
Yes - Adequate	4	1.86%
No - Poor	1	0.47%
Not Answered	13	6.05%

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

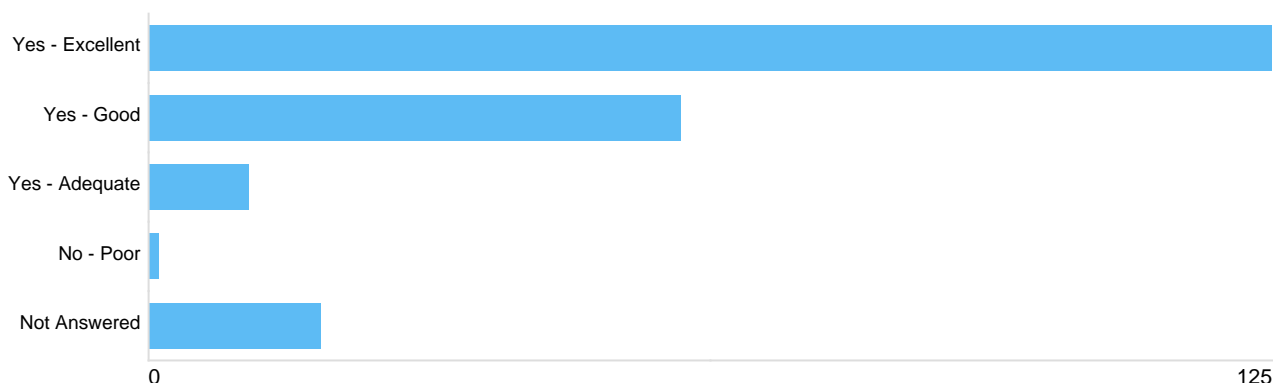
Q6



Option	Total	Percent
Yes - Excellent	68	31.63%
Yes - Good	75	34.88%
Yes - Adequate	49	22.79%
No - Poor	7	3.26%
Not Answered	16	7.44%

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

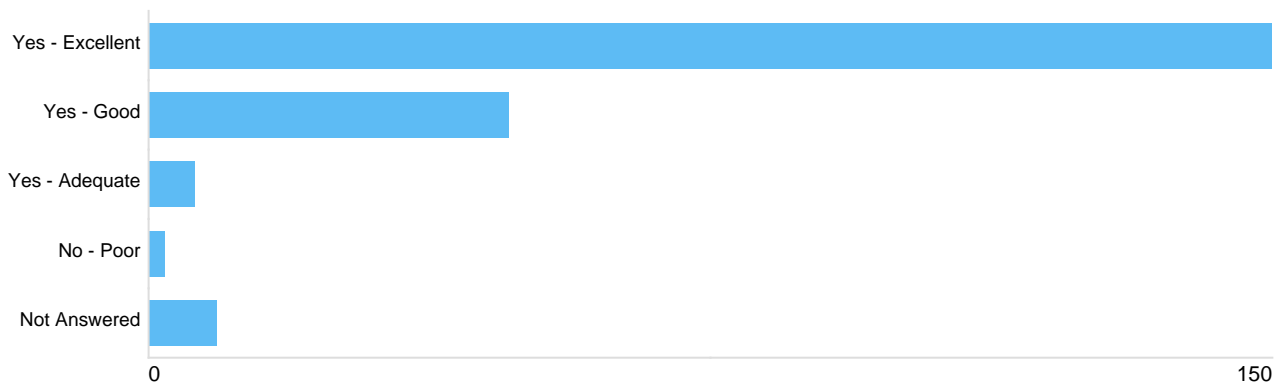
Q7



Option	Total	Percent
Yes - Excellent	125	58.14%
Yes - Good	59	27.44%
Yes - Adequate	11	5.12%
No - Poor	1	0.47%
Not Answered	19	8.84%

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

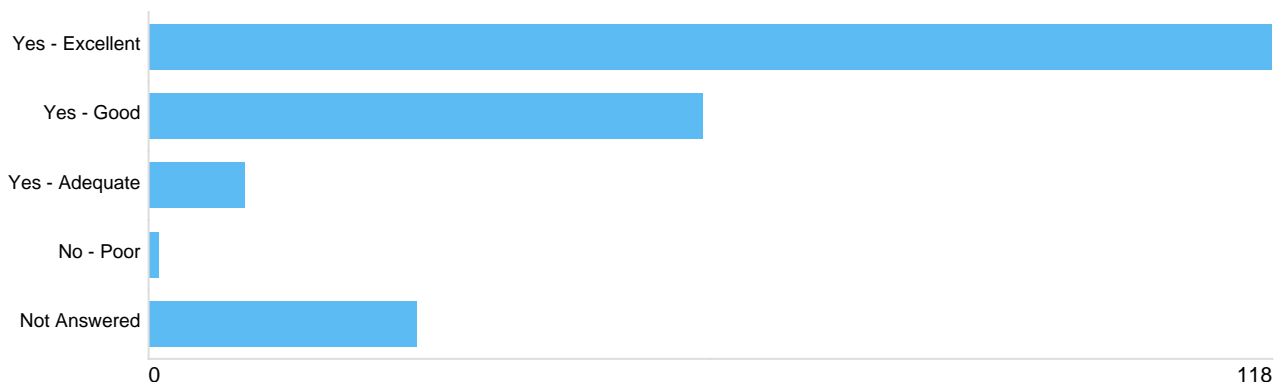
Q8



Option	Total	Percent
Yes - Excellent	150	69.77%
Yes - Good	48	22.33%
Yes - Adequate	6	2.79%
No - Poor	2	0.93%
Not Answered	9	4.19%

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

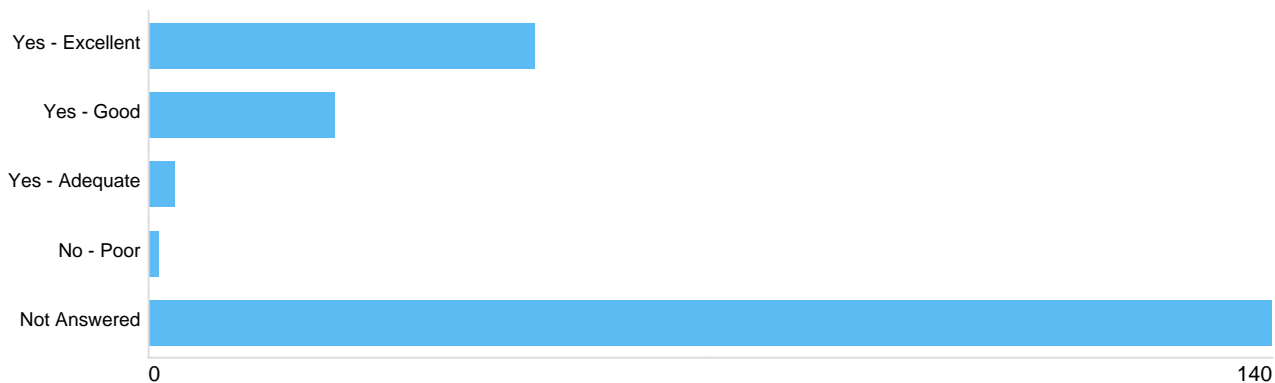
Q9



Option	Total	Percent
Yes - Excellent	118	54.88%
Yes - Good	58	26.98%
Yes - Adequate	10	4.65%
No - Poor	1	0.47%
Not Answered	28	13.02%

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

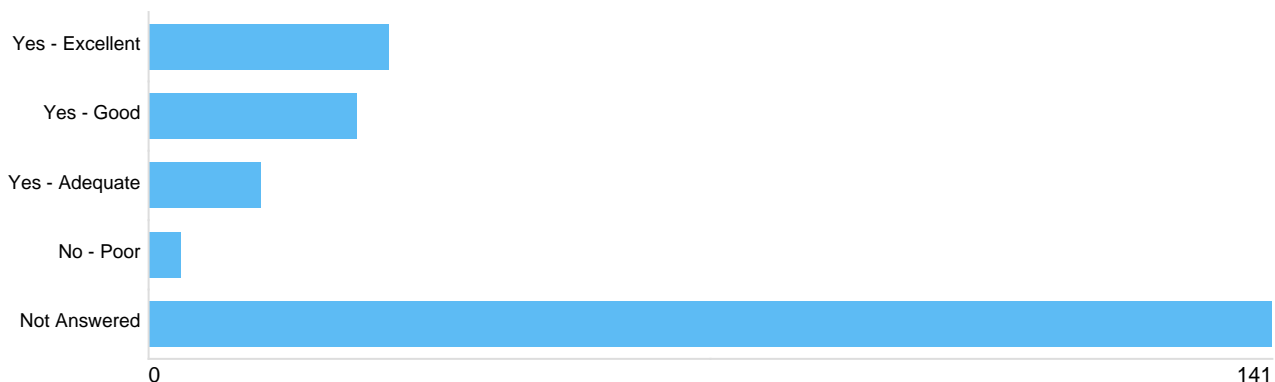
Q10



Option	Total	Percent
Yes - Excellent	48	22.33%
Yes - Good	23	10.70%
Yes - Adequate	3	1.40%
No - Poor	1	0.47%
Not Answered	140	65.12%

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

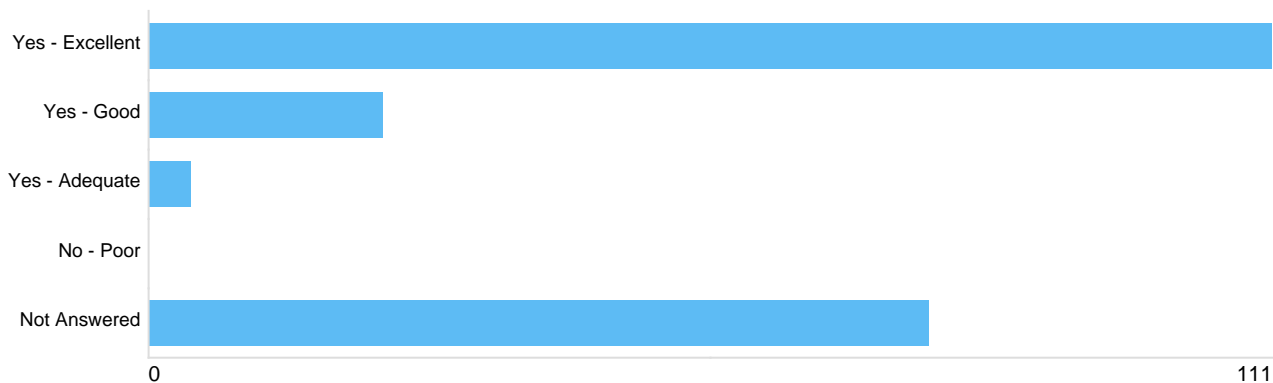
Q11



Option	Total	Percent
Yes - Excellent	30	13.95%
Yes - Good	26	12.09%
Yes - Adequate	14	6.51%
No - Poor	4	1.86%
Not Answered	141	65.58%

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

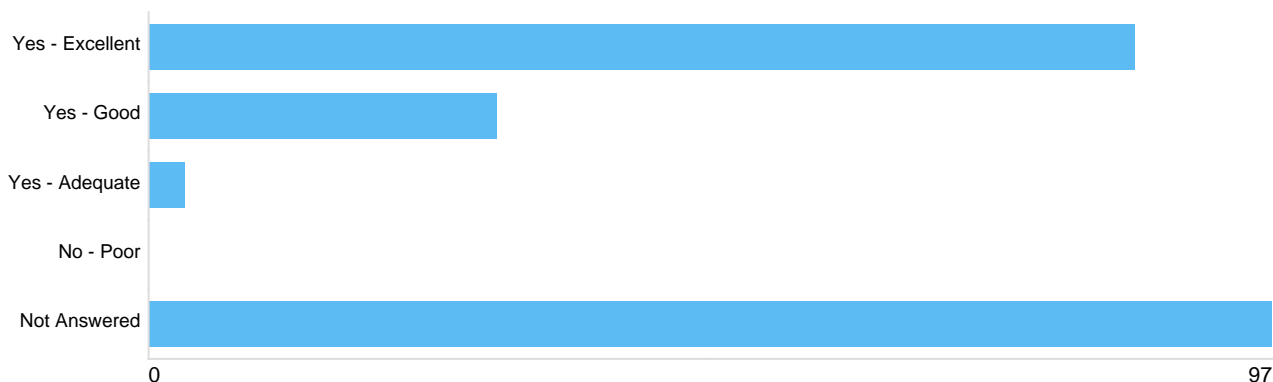
Q12



Option	Total	Percent
Yes - Excellent	111	51.63%
Yes - Good	23	10.70%
Yes - Adequate	4	1.86%
No - Poor	0	0%
Not Answered	77	35.81%

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

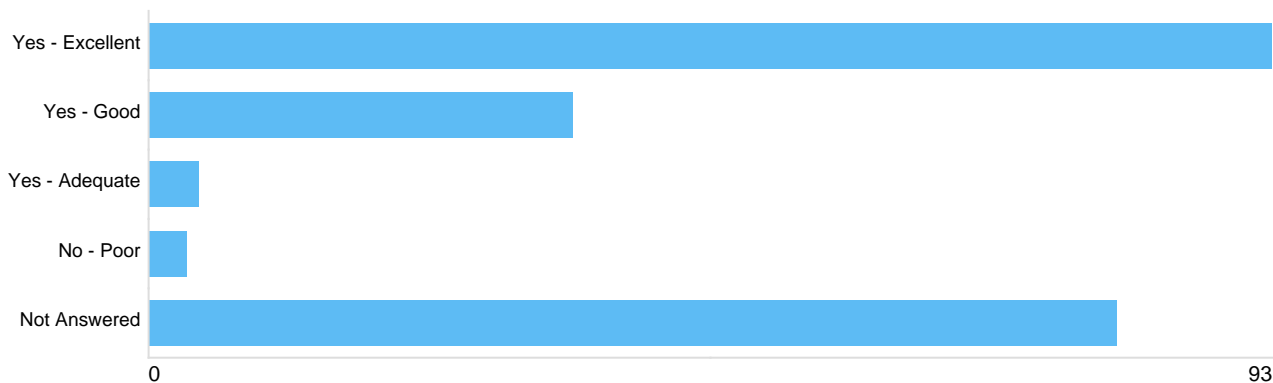
Q13



Option	Total	Percent
Yes - Excellent	85	39.53%
Yes - Good	30	13.95%
Yes - Adequate	3	1.40%
No - Poor	0	0%
Not Answered	97	45.12%

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

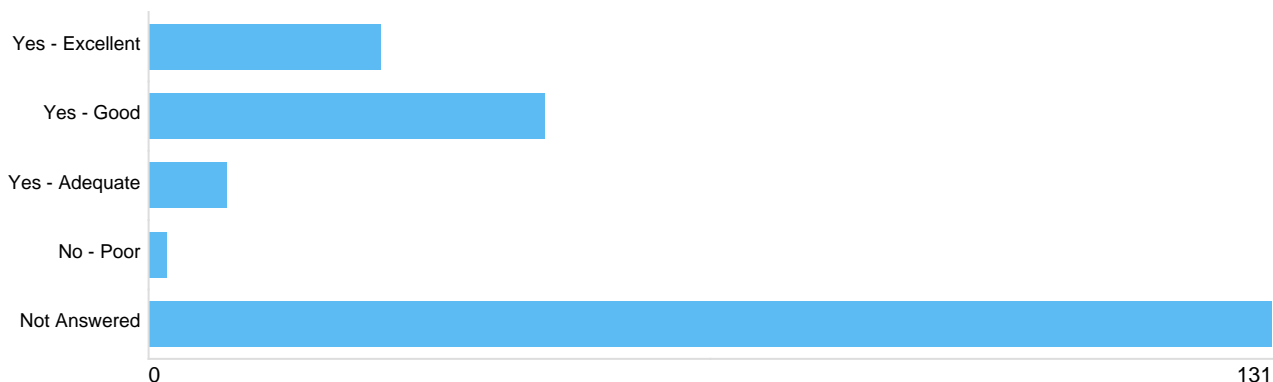
Q14



Option	Total	Percent
Yes - Excellent	93	43.26%
Yes - Good	35	16.28%
Yes - Adequate	4	1.86%
No - Poor	3	1.40%
Not Answered	80	37.21%

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

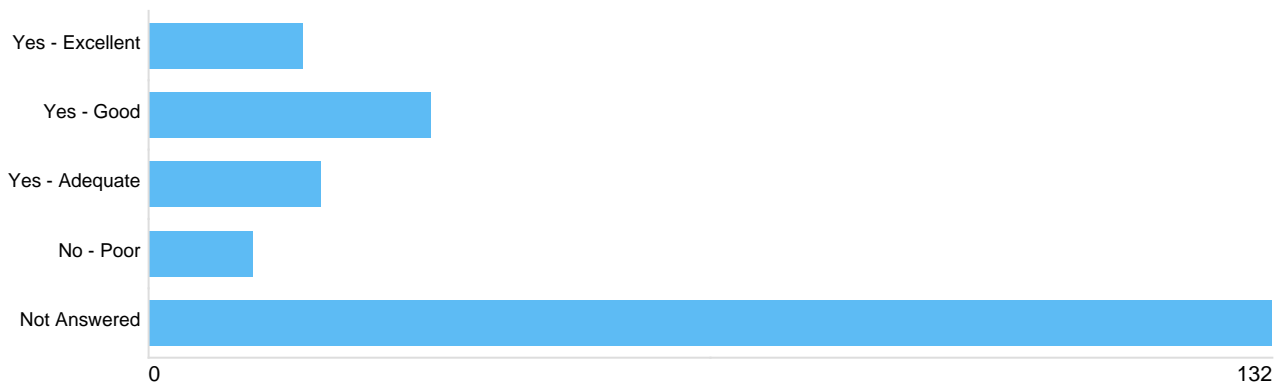
Q15



Option	Total	Percent
Yes - Excellent	27	12.56%
Yes - Good	46	21.40%
Yes - Adequate	9	4.19%
No - Poor	2	0.93%
Not Answered	131	60.93%

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

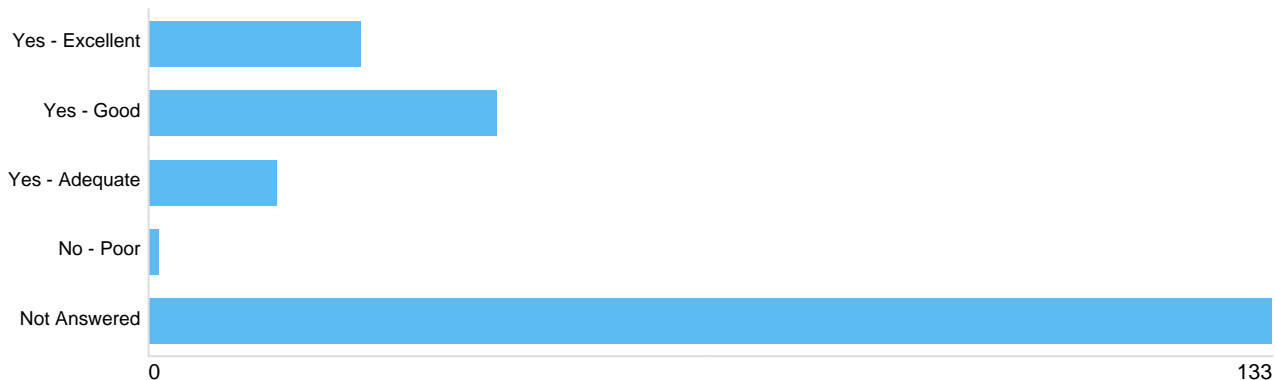
Q16



Option	Total	Percent
Yes - Excellent	18	8.37%
Yes - Good	33	15.35%
Yes - Adequate	20	9.30%
No - Poor	12	5.58%
Not Answered	132	61.40%

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	25	11.63%
Yes - Good	41	19.07%
Yes - Adequate	15	6.98%
No - Poor	1	0.47%
Not Answered	133	61.86%

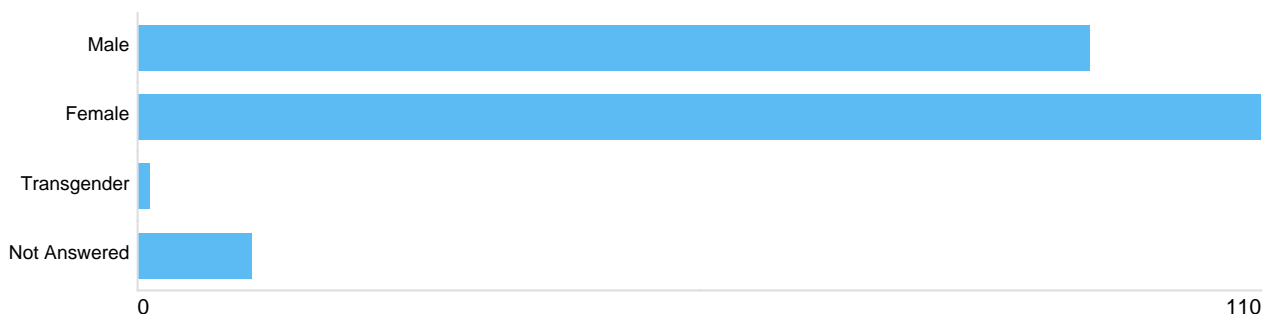
Question 19: We will do everything practicable to ensure that the service provided by Bereavement Services is satisfactory and meet our Service Users requirements. Please tell us below your comments/suggestions relating to the service. If there are any queries or issues that you would like a formal response 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 **95** 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



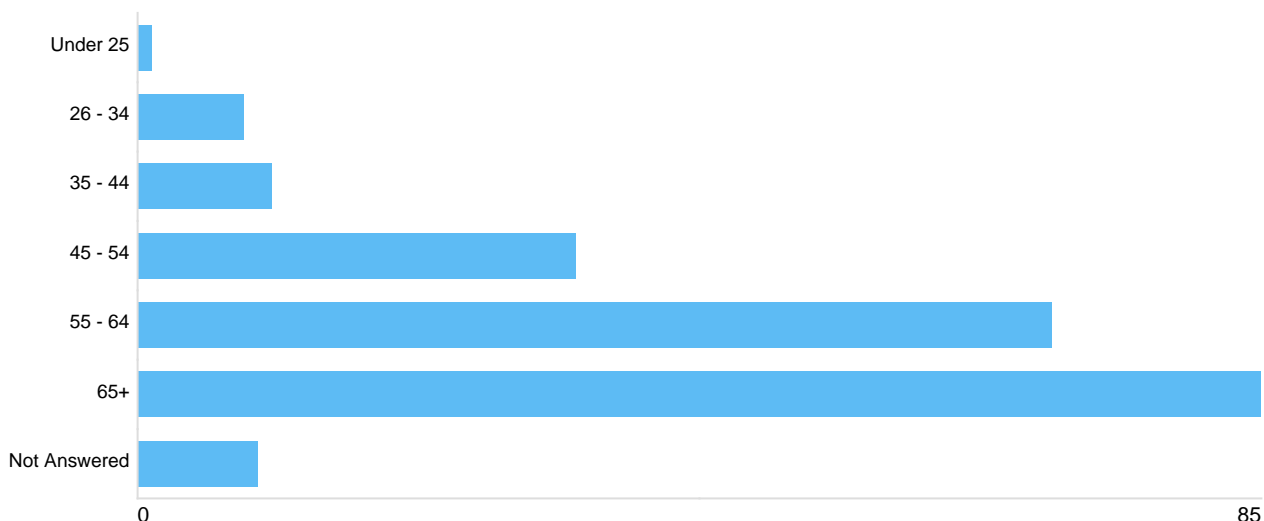
Option	Total	Percent
Male	93	43.26%
Female	110	51.16%
Transgender	1	0.47%
Not Answered	11	5.12%

Q19

There were **0** responses to this part of the question.

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

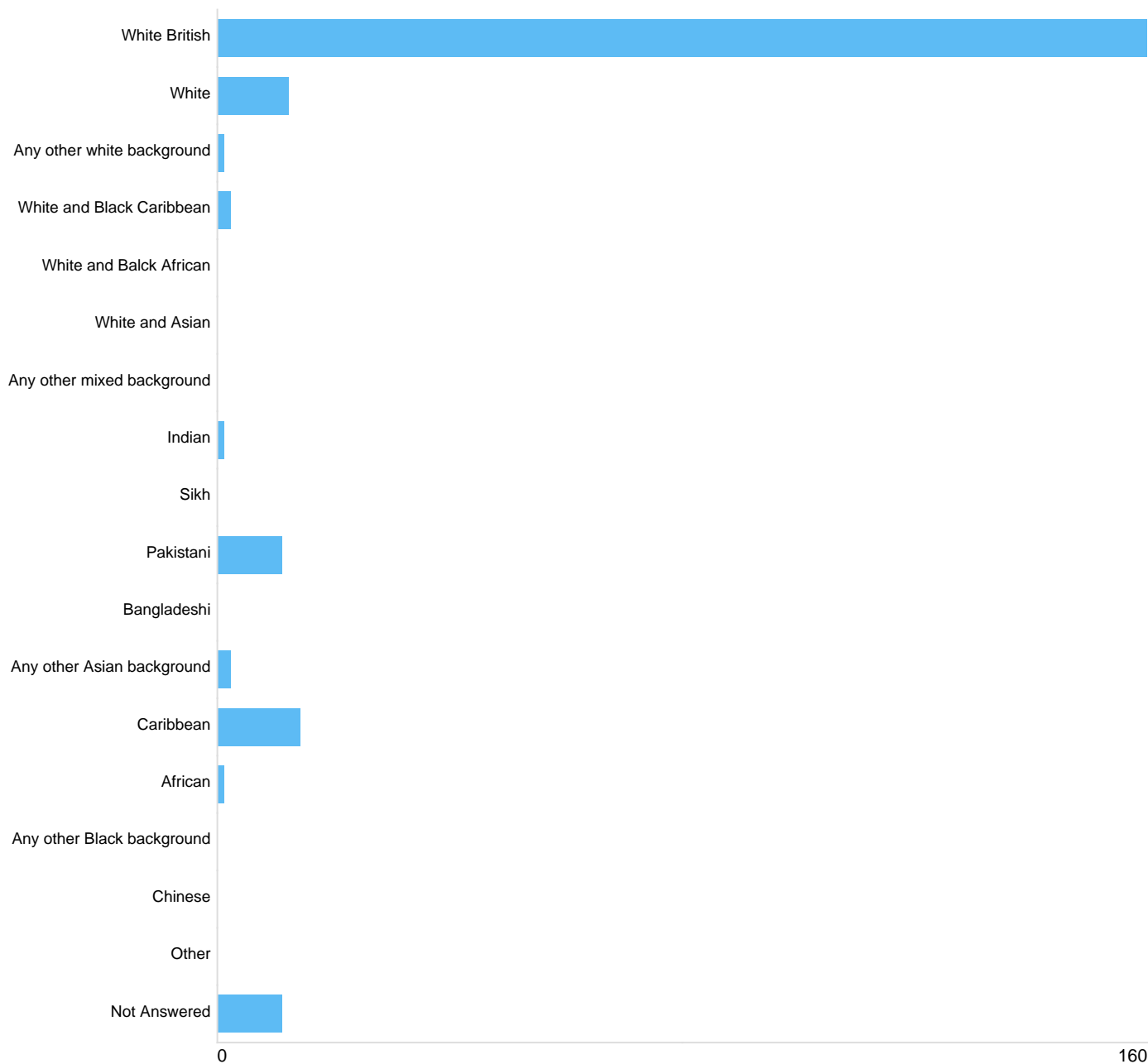
Q20



Option	Total	Percent
Under 25	1	0.47%
26 - 34	8	3.72%
35 - 44	10	4.65%
45 - 54	33	15.35%
55 - 64	69	32.09%
65+	85	39.53%
Not Answered	9	4.19%

Question 22: Are you?

Q21



Option	Total	Percent
White British	160	74.42%
White	12	5.58%
Any other white background	1	0.47%
White and Black Caribbean	2	0.93%
White and Balck African	0	0%
White and Asian	0	0%
Any other mixed background	0	0%
Indian	1	0.47%
Sikh	0	0%
Pakistani	11	5.12%
Bangladeshi	0	0%
Any other Asian background	2	0.93%
Caribbean	14	6.51%
African	1	0.47%
Any other Black background	0	0%
Chinese	0	0%
Other	0	0%
Not Answered	11	5.12%

Question 23: Do you have a disability?

Q22



Option	Total	Percent
Yes	20	9.30%
No	155	72.09%
Not Answered	40	18.60%

Question 24: Sexual Orientation, are you?

Q23





Option	Total	Percent
Heterosexual/Straight	136	63.26%
Gay	1	0.47%
Lesbian	1	0.47%
Bisexual	0	0%
Not Answered	77	35.81%