

Bereavement Services Service User Questionnaire 2014 (Quarter 1):Full Report

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Overview

This report was created on Friday 04 April 2014 at 10:54.

From **01/01/2014** to **31/03/2014**, Birmingham City Council ran a consultation entitled '*Bereavement Services Service User Questionnaire 2014 (Quarter 1)*'. This report covers the online element of the consultation process, which was run from

<http://www.birminghambeheard.org.uk/local-services/bereavement-services-service-user-2014-q1>

Introduction

Question 1: What is your name?

There are **120** responses to this part of the question.

Question 2: What is your email address?

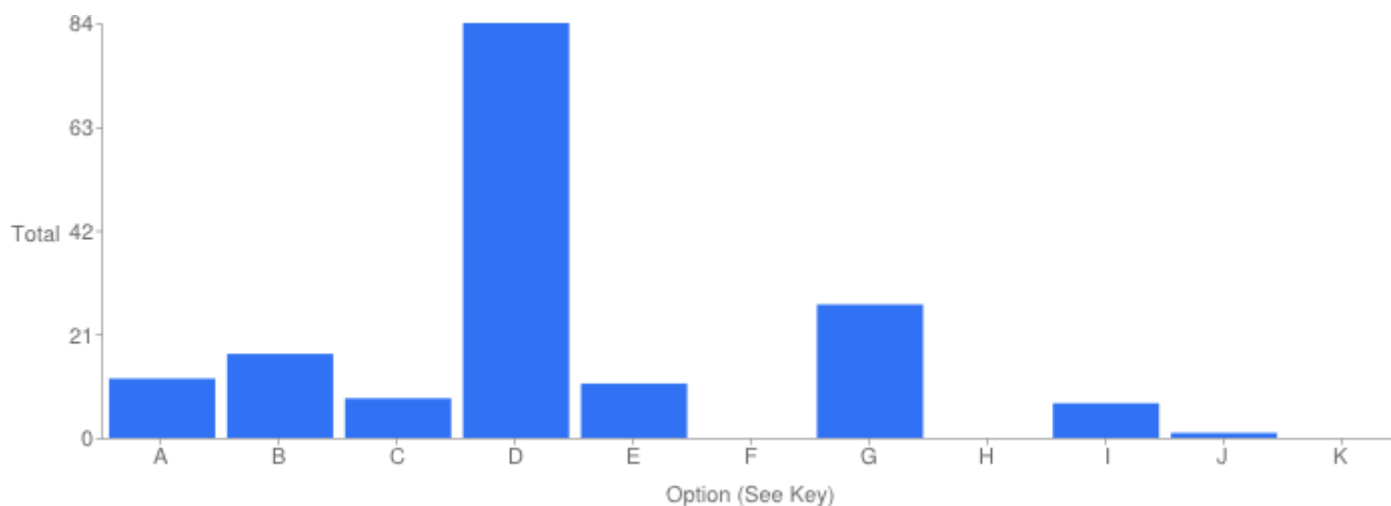
There are no responses to this part of the question.

Question 3: What is your organisation?

There are no responses to this part of the question.

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

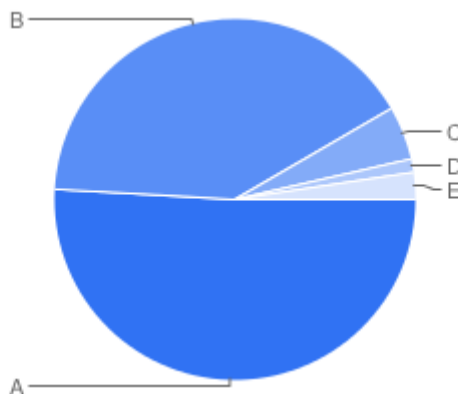
Table of "Q"



Key	Option	Total	Percent of All
A	Brandwood End Cemetery	12	7.186%
B	Handsworth Cemetery	17	10.18%
C	Kings Norton Cemetery	8	4.790%
D	Lodge Hill Cemetery & Crematorium	84	50.30%
E	Quinton Cemetery	11	6.587%
F	Sutton Coldfield Cemetery	0	0%
G	Sutton Coldfield Crematorium	27	16.17%
H	Sutton Newhall Cemetery	0	0%
I	Witton Cemetery	7	4.192%
J	Yardley Cemetery & Crematorium	1	0.5988%
K	Not Answered	0	0%

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

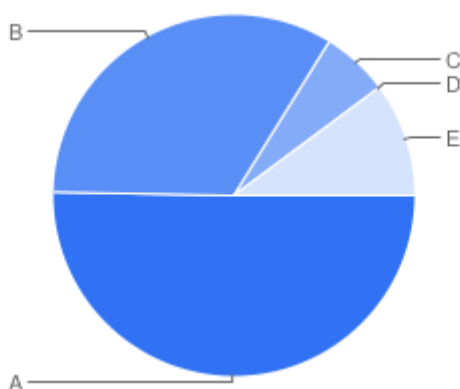
Table of "Q4"



Key	Option	Total	Percent of All
A	Yes - Excellent	85	50.90%
B	Yes - Good	68	40.72%
C	Yes - Adequate	8	4.790%
D	No - Poor	2	1.198%
E	Not Answered	4	2.395%

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

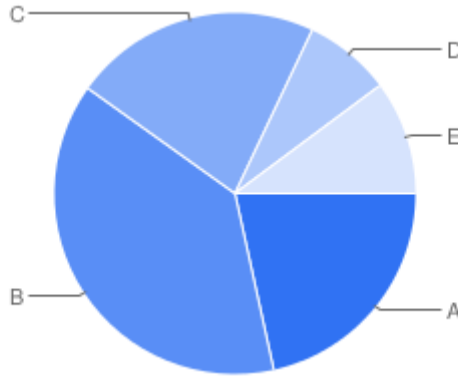
Table of "Q5"



Key	Option	Total	Percent of All
A	Yes - Excellent	84	50.30%
B	Yes - Good	56	33.53%
C	Yes - Adequate	10	5.988%
D	No - Poor	0	0%
E	Not Answered	17	10.18%

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

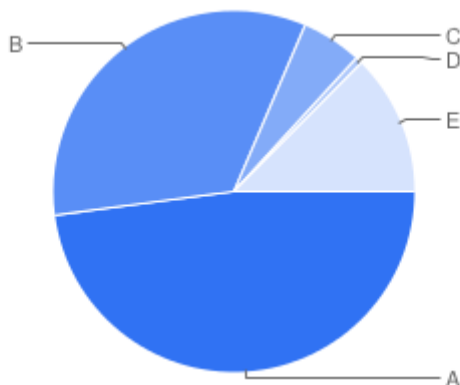
Table of "Q6"



Key	Option	Total	Percent of All
A	Yes - Excellent	36	21.56%
B	Yes - Good	64	38.32%
C	Yes - Adequate	37	22.16%
D	No - Poor	13	7.784%
E	Not Answered	17	10.18%

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

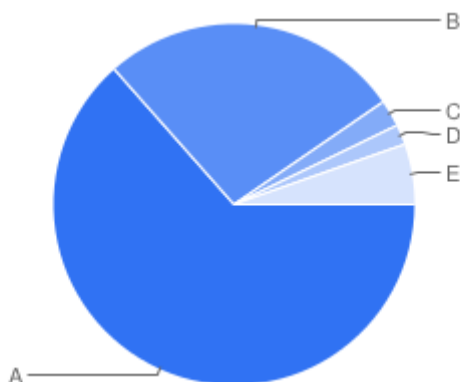
Table of "Q7"



Key	Option	Total	Percent of All
A	Yes - Excellent	80	47.90%
B	Yes - Good	56	33.53%
C	Yes - Adequate	9	5.389%
D	No - Poor	1	0.5988%
E	Not Answered	21	12.57%

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

Table of "Q8"

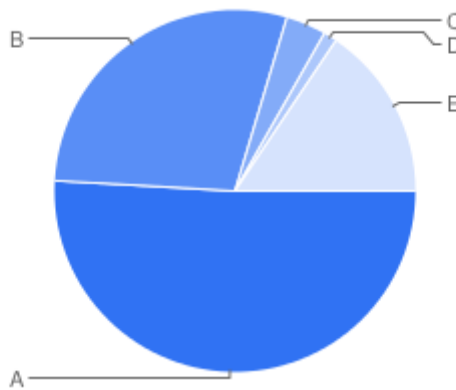


Key	Option	Total	Percent of All
A	Yes - Excellent	106	63.47%

Key	Option	Total	Percent of All
B	Yes - Good	45	26.95%
C	Yes - Adequate	4	2.395%
D	No - Poor	3	1.796%
E	Not Answered	9	5.389%

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

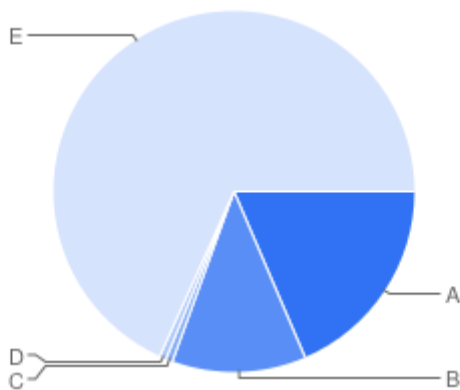
Table of "Q9"



Key	Option	Total	Percent of All
A	Yes - Excellent	85	50.90%
B	Yes - Good	48	28.74%
C	Yes - Adequate	6	3.593%
D	No - Poor	2	1.198%
E	Not Answered	26	15.57%

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

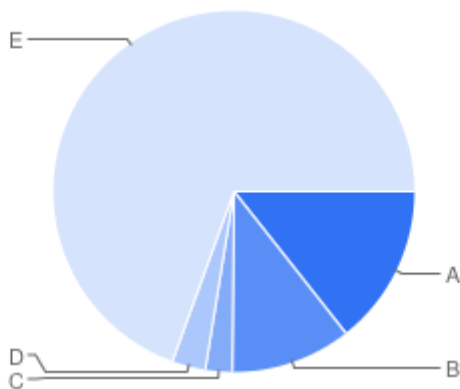
Table of "Q10"



Key	Option	Total	Percent of All
A	Yes - Excellent	31	18.56%
B	Yes - Good	20	11.98%
C	Yes - Adequate	1	0.5988%
D	No - Poor	1	0.5988%
E	Not Answered	114	68.26%

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

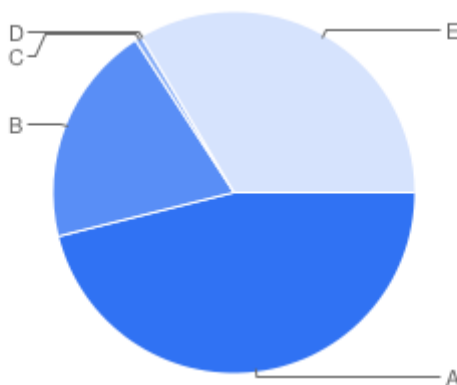
Table of "Q11"



Key	Option	Total	Percent of All
A	Yes - Excellent	24	14.37%
B	Yes - Good	18	10.78%
C	Yes - Adequate	4	2.395%
D	No - Poor	5	2.994%
E	Not Answered	116	69.46%

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

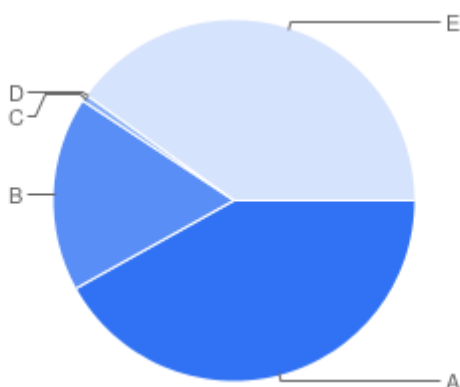
Table of "Q12"



Key	Option	Total	Percent of All
A	Yes - Excellent	77	46.11%
B	Yes - Good	33	19.76%
C	Yes - Adequate	1	0.5988%
D	No - Poor	0	0%
E	Not Answered	56	33.53%

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

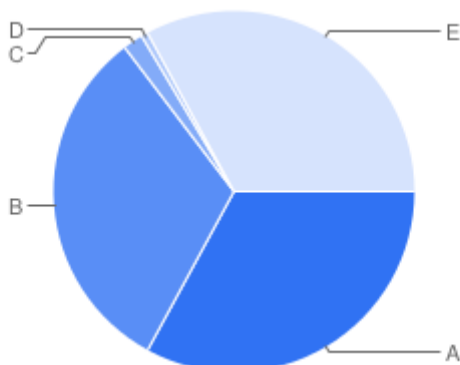
Table of "Q13"



Key	Option	Total	Percent of All
A	Yes - Excellent	70	41.92%
B	Yes - Good	29	17.37%
C	Yes - Adequate	1	0.5988%
D	No - Poor	0	0%
E	Not Answered	67	40.12%

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

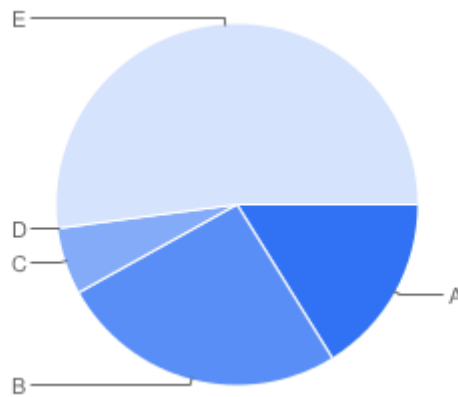
Table of "Q14"



Key	Option	Total	Percent of All
A	Yes - Excellent	55	32.93%
B	Yes - Good	53	31.74%
C	Yes - Adequate	3	1.796%
D	No - Poor	1	0.5988%
E	Not Answered	55	32.93%

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

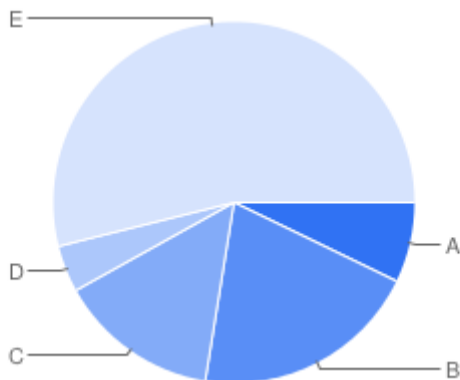
Table of "Q15"



Key	Option	Total	Percent of All
A	Yes - Excellent	27	16.17%
B	Yes - Good	43	25.75%
C	Yes - Adequate	10	5.988%
D	No - Poor	0	0%
E	Not Answered	87	52.10%

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

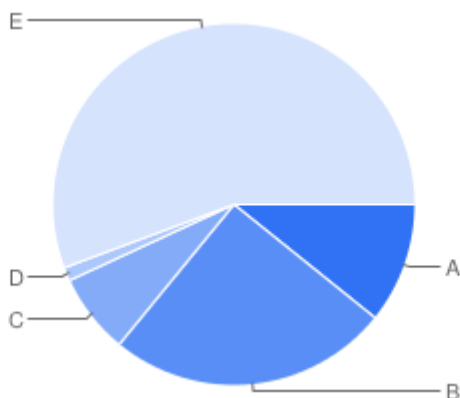
Table of "Q16"



Key	Option	Total	Percent of All
A	Yes - Excellent	12	7.186%
B	Yes - Good	34	20.36%
C	Yes - Adequate	24	14.37%
D	No - Poor	7	4.192%
E	Not Answered	90	53.89%

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

Table of "Q17"



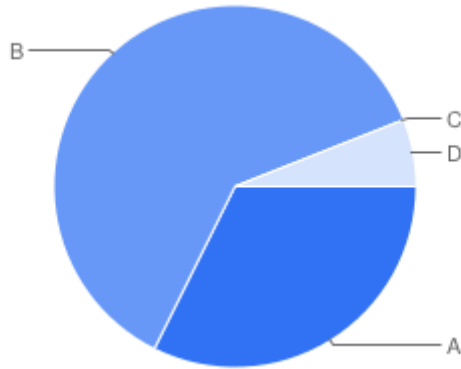
Key	Option	Total	Percent of All
A	Yes - Excellent	18	10.78%
B	Yes - Good	42	25.15%
C	Yes - Adequate	12	7.186%
D	No - Poor	2	1.198%
E	Not Answered	93	55.69%

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.

There are **63** 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?

Table of "Q19"

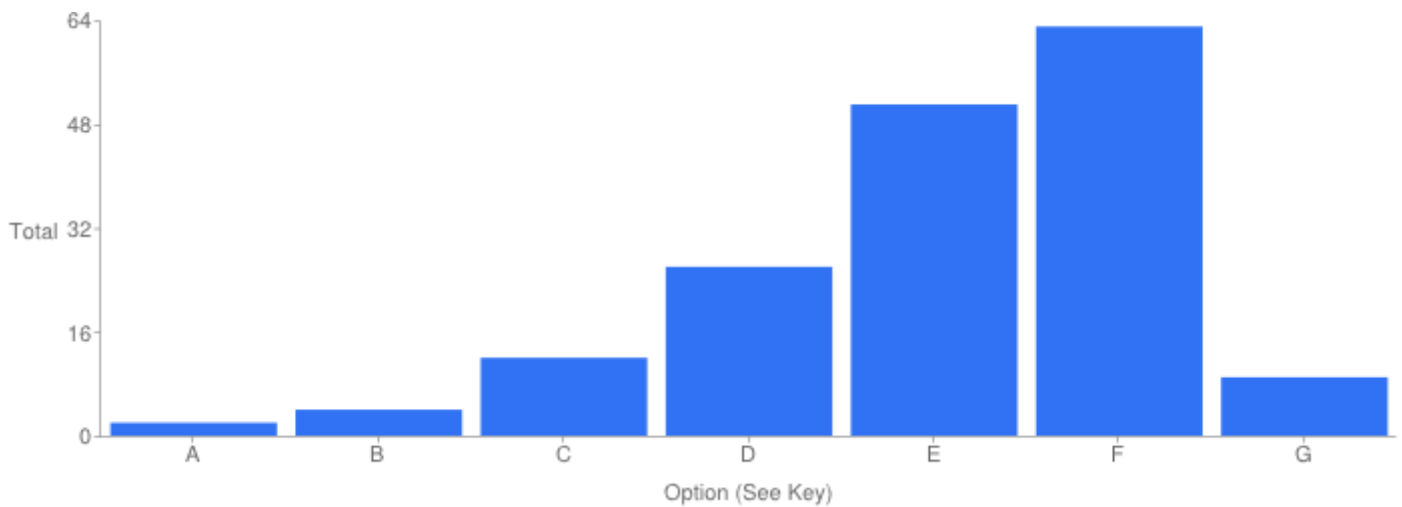


Key	Option	Total	Percent of All
A	Male	54	32.34%
B	Female	103	61.68%
C	Transgender	0	0%
D	Not Answered	10	5.988%

There are no responses to this part of the question.

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

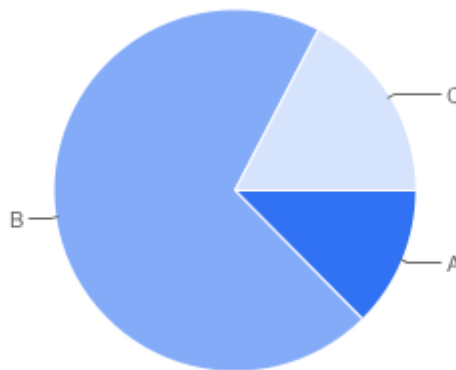
Table of "Q20"



Key	Option	Total	Percent of All
E	White and Balck African	0	0%
F	White and Asian	0	0%
G	Any other mixed background	0	0%
H	Indian	1	0.5988%
I	Sikh	0	0%
J	Pakistani	4	2.395%
K	Bangladeshi	0	0%
L	Any other Asian background	1	0.5988%
M	Caribbean	11	6.587%
N	African	1	0.5988%
O	Any other Black background	0	0%
P	Chinese	0	0%
Q	Other	0	0%
R	Not Answered	9	5.389%

Question 23: Do you have a disability?

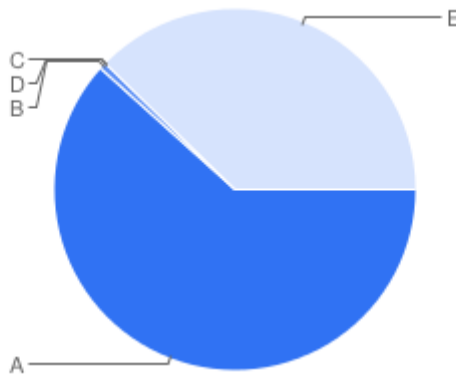
Table of "Q22"



Key	Option	Total	Percent of All
A	Yes	21	12.57%
B	No	117	70.06%
C	Not Answered	29	17.37%

Question 24: Sexual Orientation, are you?

Table of "Q23"



Key	Option	Total	Percent of All
A	Heterosexual/Straight	103	61.68%
B	Gay	1	0.5988%
C	Lesbian	0	0%
D	Bisexual	0	0%
E	Not Answered	63	37.72%