

Bereavement Services Service User Questionnaire 2014 (Quarter 2):Full Report

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Overview

This report was created on Wednesday 02 July 2014 at 15:33.

From **01/04/2014** to **30/06/2014**, Birmingham City Council ran a consultation entitled '*Bereavement Services Service User Questionnaire 2014 (Quarter 2)*'. 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-q2>

Introduction

Question 1: What is your name?

There are **18** responses to this part of the question.

Question 2: What is your email address?

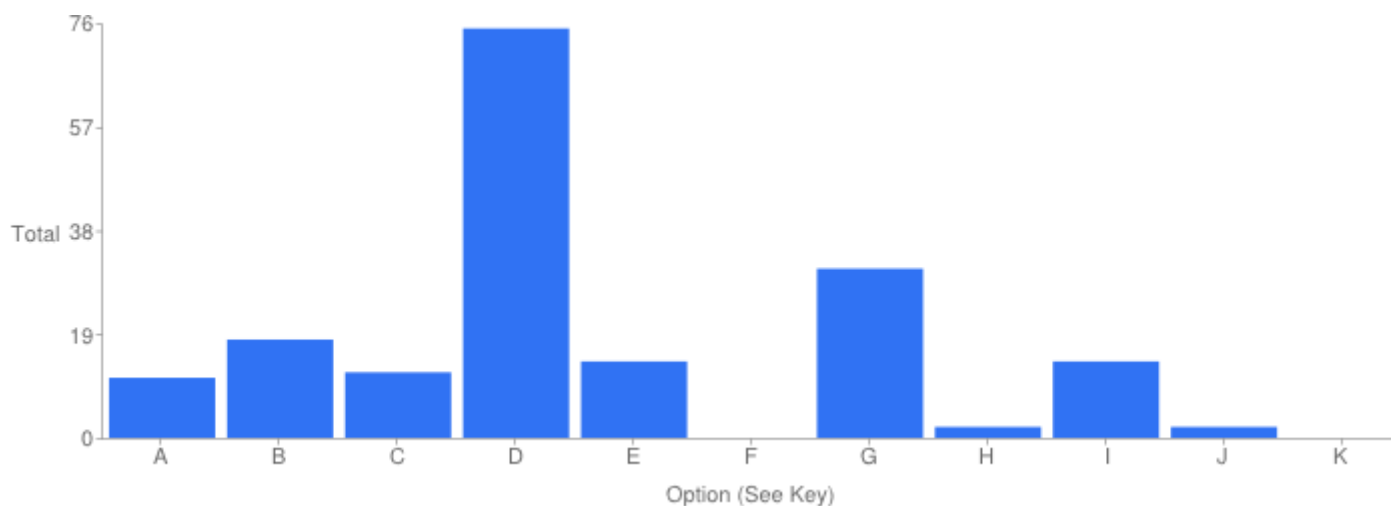
There are **3** responses to this part of the question.

Question 3: What is your organisation?

There are **2** responses to this part of the question.

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

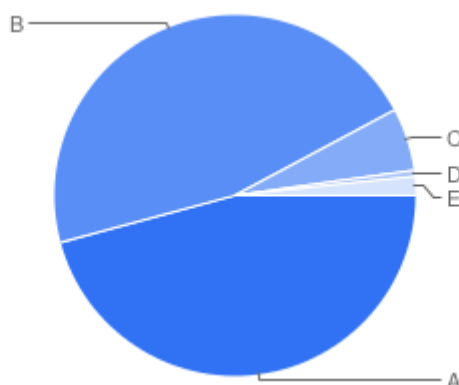
Table of "Q"



Key	Option	Total	Percent of All
A	Brandwood End Cemetery	11	6.145%
B	Handsworth Cemetery	18	10.06%
C	Kings Norton Cemetery	12	6.704%
D	Lodge Hill Cemetery & Crematorium	75	41.90%
E	Quinton Cemetery	14	7.821%
F	Sutton Coldfield Cemetery	0	0%
G	Sutton Coldfield Crematorium	31	17.32%
H	Sutton Newhall Cemetery	2	1.117%
I	Witton Cemetery	14	7.821%
J	Yardley Cemetery & Crematorium	2	1.117%
K	Not Answered	0	0%

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

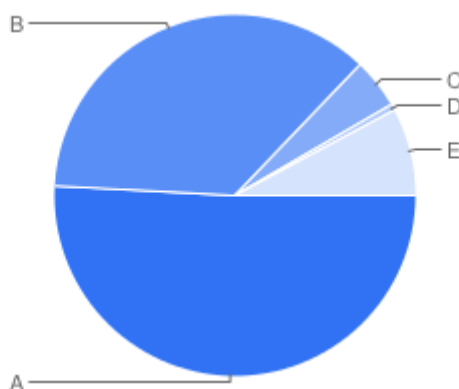
Table of "Q4"



Key	Option	Total	Percent of All
A	Yes - Excellent	82	45.81%
B	Yes - Good	83	46.37%
C	Yes - Adequate	10	5.587%
D	No - Poor	1	0.5587%
E	Not Answered	3	1.676%

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

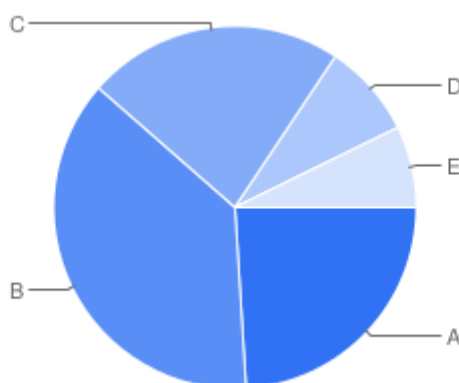
Table of "Q5"



Key	Option	Total	Percent of All
A	Yes - Excellent	91	50.84%
B	Yes - Good	65	36.31%
C	Yes - Adequate	8	4.469%
D	No - Poor	1	0.5587%
E	Not Answered	14	7.821%

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

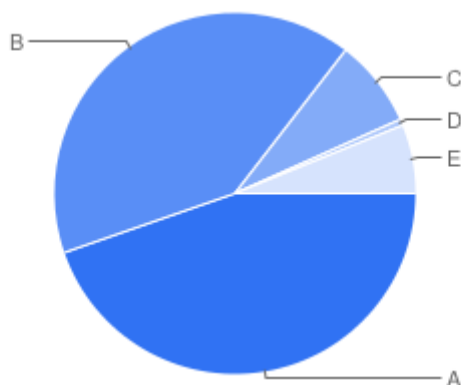
Table of "Q6"



Key	Option	Total	Percent of All
A	Yes - Excellent	43	24.02%
B	Yes - Good	67	37.43%
C	Yes - Adequate	41	22.91%
D	No - Poor	15	8.380%
E	Not Answered	13	7.263%

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

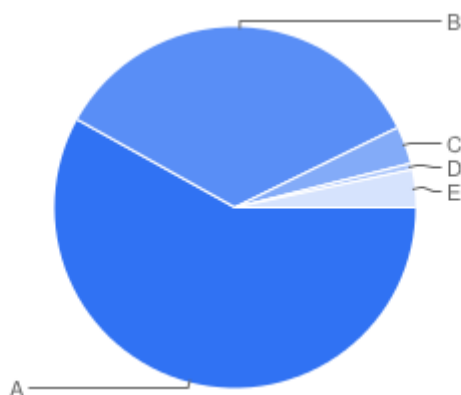
Table of "Q7"



Key	Option	Total	Percent of All
A	Yes - Excellent	80	44.69%
B	Yes - Good	73	40.78%
C	Yes - Adequate	14	7.821%
D	No - Poor	1	0.5587%
E	Not Answered	11	6.145%

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

Table of "Q8"

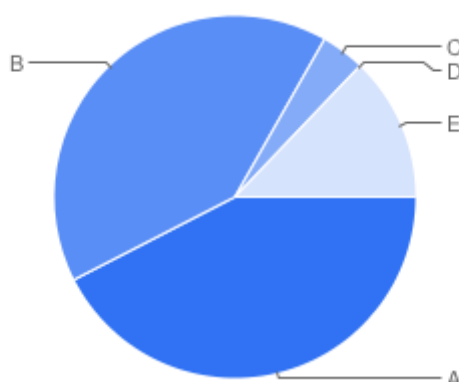


Key	Option	Total	Percent of All
A	Yes - Excellent	104	58.10%

Key	Option	Total	Percent of All
B	Yes - Good	62	34.64%
C	Yes - Adequate	6	3.352%
D	No - Poor	1	0.5587%
E	Not Answered	6	3.352%

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

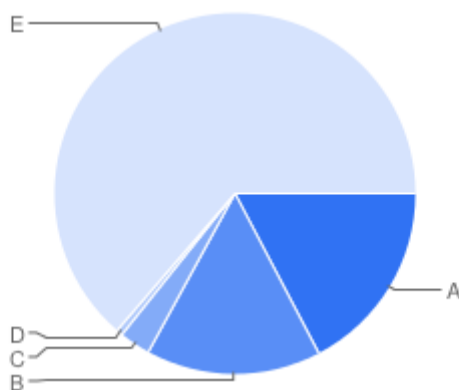
Table of "Q9"



Key	Option	Total	Percent of All
A	Yes - Excellent	76	42.46%
B	Yes - Good	73	40.78%
C	Yes - Adequate	7	3.911%
D	No - Poor	0	0%
E	Not Answered	23	12.85%

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

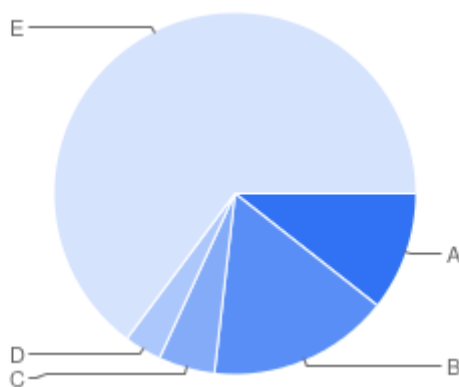
Table of "Q10"



Key	Option	Total	Percent of All
A	Yes - Excellent	31	17.32%
B	Yes - Good	28	15.64%
C	Yes - Adequate	5	2.793%
D	No - Poor	1	0.5587%
E	Not Answered	114	63.69%

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

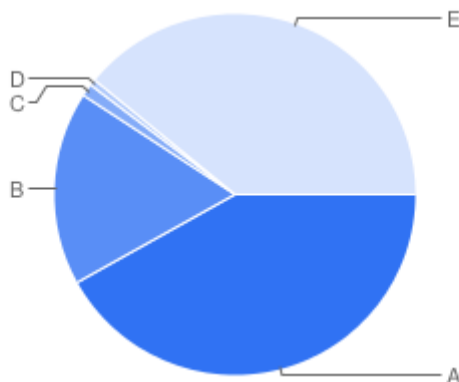
Table of "Q11"



Key	Option	Total	Percent of All
A	Yes - Excellent	19	10.61%
B	Yes - Good	29	16.20%
C	Yes - Adequate	9	5.028%
D	No - Poor	6	3.352%
E	Not Answered	116	64.80%

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

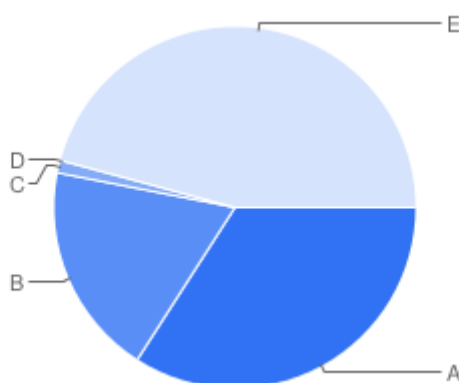
Table of "Q12"



Key	Option	Total	Percent of All
A	Yes - Excellent	75	41.90%
B	Yes - Good	31	17.32%
C	Yes - Adequate	2	1.117%
D	No - Poor	1	0.5587%
E	Not Answered	70	39.11%

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

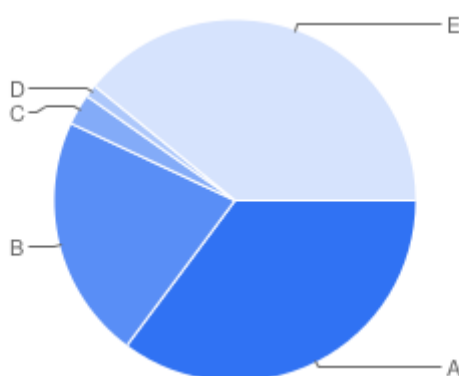
Table of "Q13"



Key	Option	Total	Percent of All
A	Yes - Excellent	61	34.08%
B	Yes - Good	34	18.99%
C	Yes - Adequate	2	1.117%
D	No - Poor	0	0%
E	Not Answered	82	45.81%

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

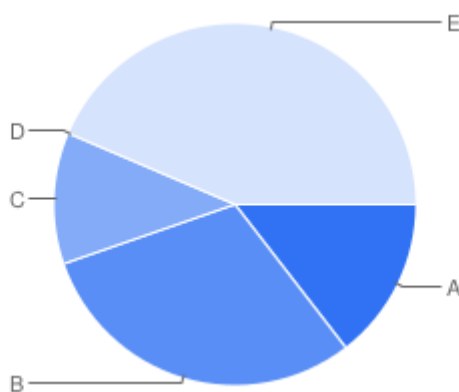
Table of "Q14"



Key	Option	Total	Percent of All
A	Yes - Excellent	63	35.20%
B	Yes - Good	39	21.79%
C	Yes - Adequate	5	2.793%
D	No - Poor	2	1.117%
E	Not Answered	70	39.11%

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

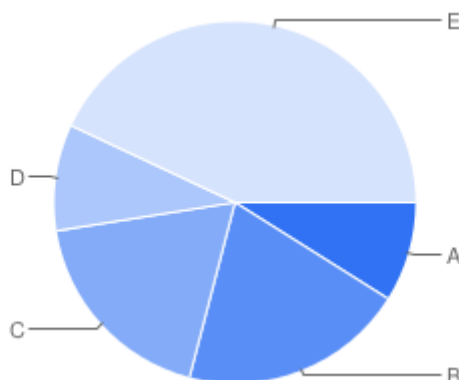
Table of "Q15"



Key	Option	Total	Percent of All
A	Yes - Excellent	26	14.53%
B	Yes - Good	54	30.17%
C	Yes - Adequate	21	11.73%
D	No - Poor	0	0%
E	Not Answered	78	43.58%

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

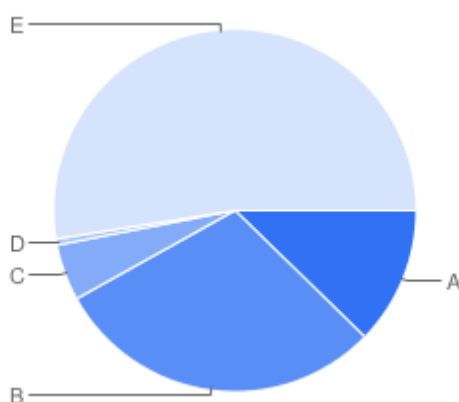
Table of "Q16"



Key	Option	Total	Percent of All
A	Yes - Excellent	16	8.939%
B	Yes - Good	36	20.11%
C	Yes - Adequate	33	18.44%
D	No - Poor	17	9.497%
E	Not Answered	77	43.02%

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"



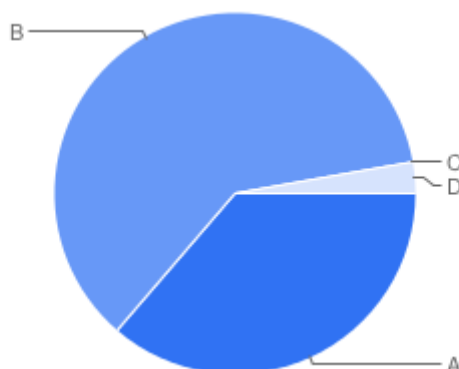
Key	Option	Total	Percent of All
A	Yes - Excellent	22	12.29%
B	Yes - Good	53	29.61%
C	Yes - Adequate	9	5.028%
D	No - Poor	1	0.5587%
E	Not Answered	94	52.51%

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 **75** 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"

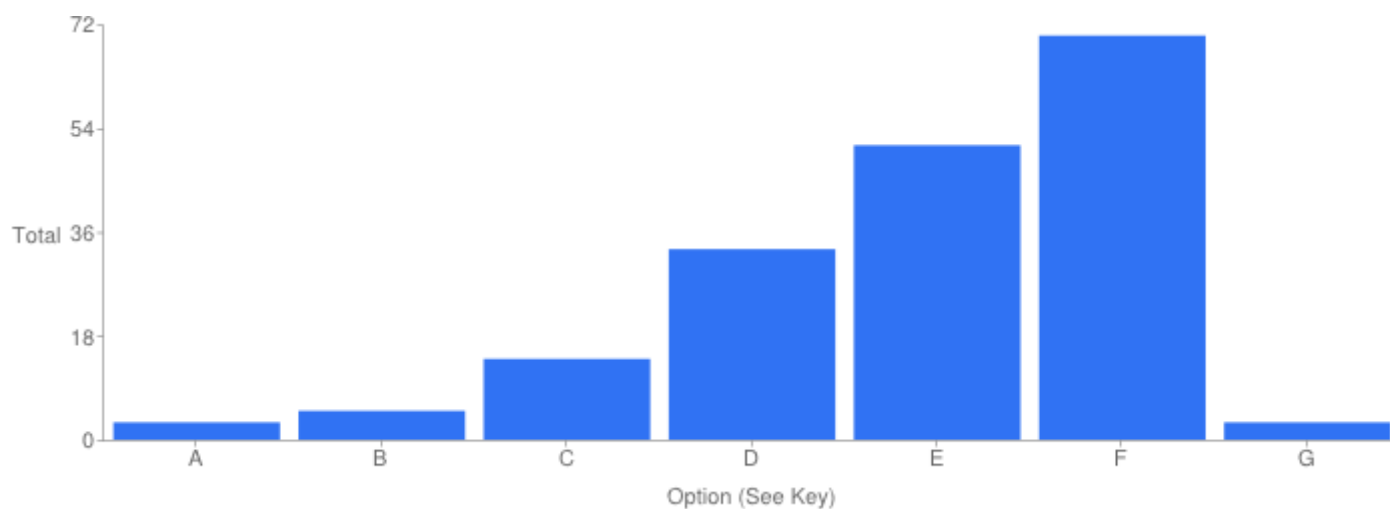


Key	Option	Total	Percent of All
A	Male	65	36.31%
B	Female	109	60.89%
C	Transgender	0	0%
D	Not Answered	5	2.793%

There are no responses to this part of the question.

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

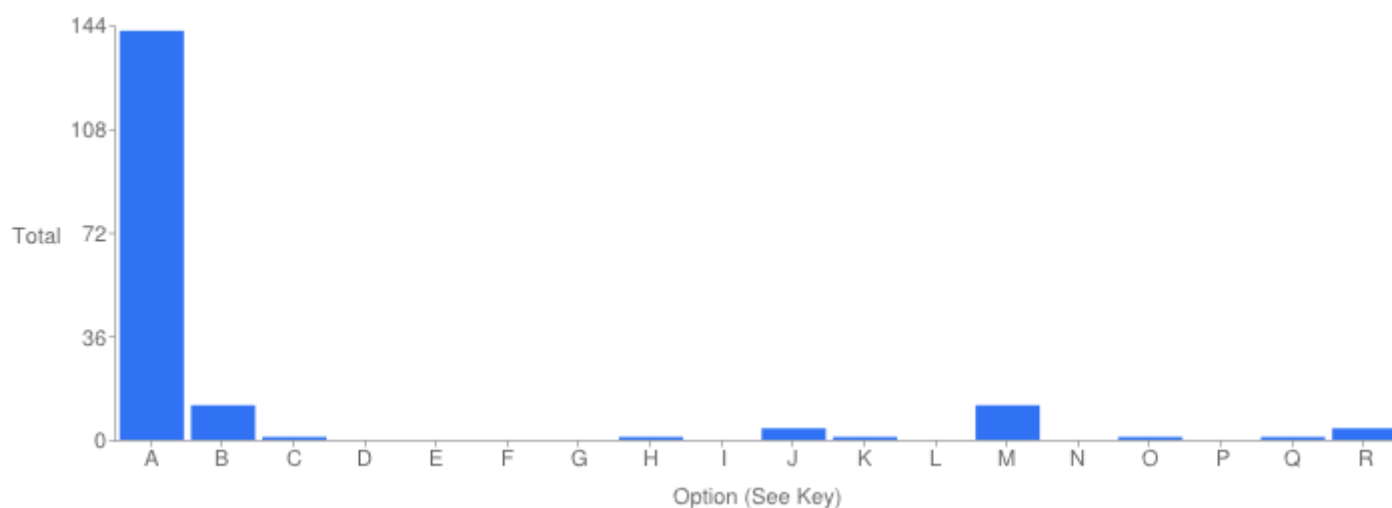
Table of "Q20"



Key	Option	Total	Percent of All
A	Under 25	3	1.676%
B	26 - 34	5	2.793%
C	35 - 44	14	7.821%
D	45 - 54	33	18.44%
E	55 - 64	51	28.49%
F	65+	70	39.11%
G	Not Answered	3	1.676%

Question 22: Are you?

Table of "Q21"

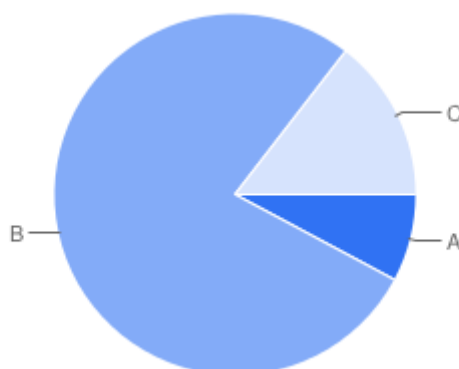


Key	Option	Total	Percent of All
A	White British	142	79.33%
B	White	12	6.704%
C	Any other white background	1	0.5587%
D	White and Black Caribbean	0	0%

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	0.5587%
I	Sikh	0	0%
J	Pakistani	4	2.235%
K	Bangladeshi	1	0.5587%
L	Any other Asian background	0	0%
M	Caribbean	12	6.704%
N	African	0	0%
O	Any other Black background	1	0.5587%
P	Chinese	0	0%
Q	Other	1	0.5587%
R	Not Answered	4	2.235%

Question 23: Do you have a disability?

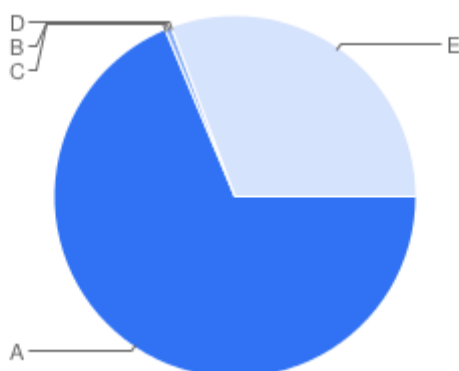
Table of "Q22"



Key	Option	Total	Percent of All
A	Yes	14	7.821%
B	No	139	77.65%
C	Not Answered	26	14.53%

Question 24: Sexual Orientation, are you?

Table of "Q23"



Key	Option	Total	Percent of All
A	Heterosexual/Straight	123	68.72%
B	Gay	0	0%
C	Lesbian	1	0.5587%
D	Bisexual	0	0%
E	Not Answered	55	30.73%