

Bereavement Services Service User Questionnaire 2014 (Quarter 3):Full Report

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Overview

This report was created on Wednesday 01 October 2014 at 10:57.

From **01/07/2014** to **30/09/2014**, Birmingham City Council ran a consultation entitled '*Bereavement Services Service User Questionnaire 2014 (Quarter 3)*'. This report covers the online element of the consultation process, which was run from <http://www.birminghambeheard.org.uk/place/bs-service-user-2014-q3>

Introduction

Question 1: What is your name?

There are **1** responses to this part of the question.

Question 2: What is your email address?

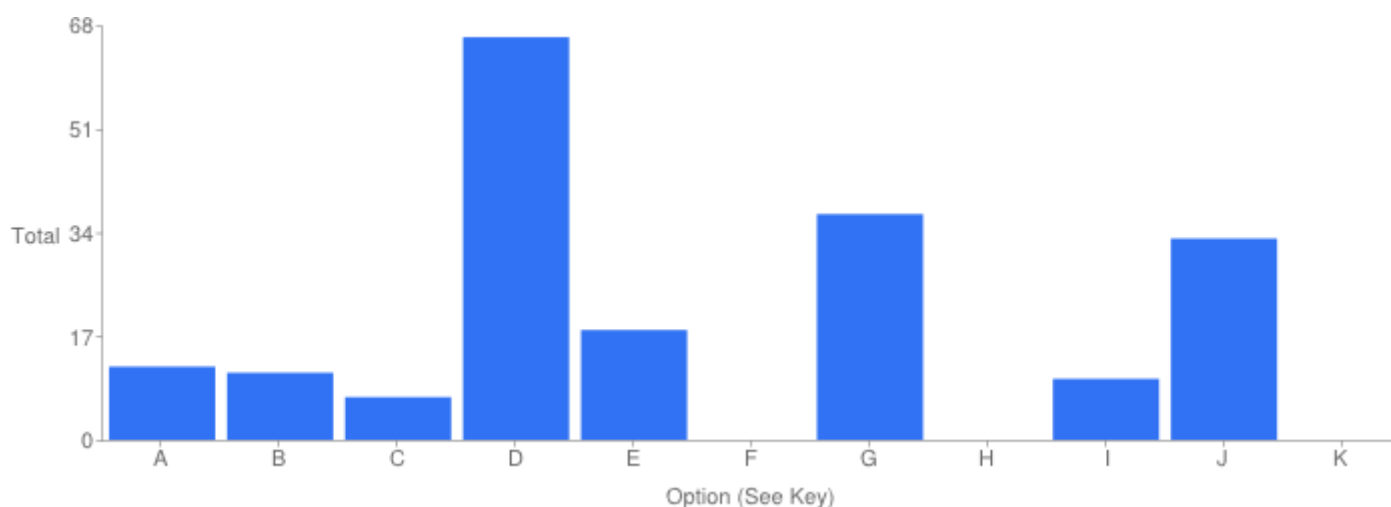
There are no responses to this part of the question.

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?

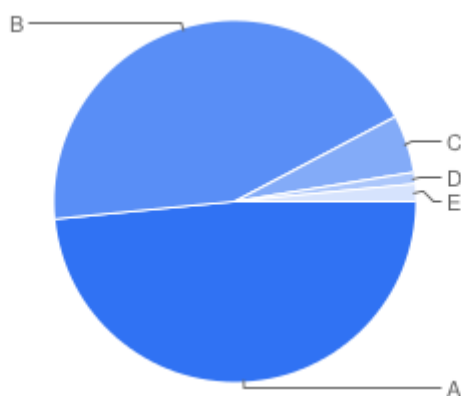
Table of "Q"



Key	Option	Total	Percent of All
A	Brandwood End Cemetery	12	6.186%
B	Handsworth Cemetery	11	5.670%
C	Kings Norton Cemetery	7	3.608%
D	Lodge Hill Cemetery & Crematorium	66	34.02%
E	Quinton Cemetery	18	9.278%
F	Sutton Coldfield Cemetery	0	0%
G	Sutton Coldfield Crematorium	37	19.07%
H	Sutton Newhall Cemetery	0	0%
I	Witton Cemetery	10	5.155%
J	Yardley Cemetery & Crematorium	33	17.01%
K	Not Answered	0	0%

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

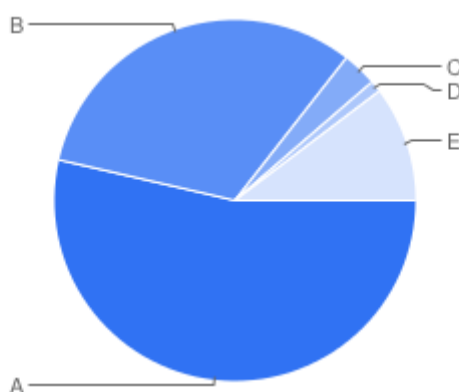
Table of "Q4"



Key	Option	Total	Percent of All
A	Yes - Excellent	94	48.45%
B	Yes - Good	85	43.81%
C	Yes - Adequate	10	5.155%
D	No - Poor	2	1.031%
E	Not Answered	3	1.546%

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

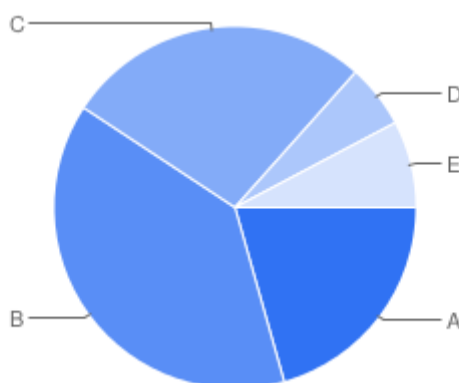
Table of "Q5"



Key	Option	Total	Percent of All
A	Yes - Excellent	104	53.61%
B	Yes - Good	62	31.96%
C	Yes - Adequate	6	3.093%
D	No - Poor	2	1.031%
E	Not Answered	20	10.31%

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

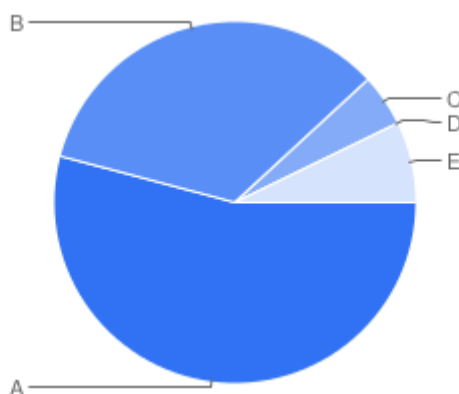
Table of "Q6"



Key	Option	Total	Percent of All
A	Yes - Excellent	40	20.62%
B	Yes - Good	75	38.66%
C	Yes - Adequate	53	27.32%
D	No - Poor	11	5.670%
E	Not Answered	15	7.732%

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

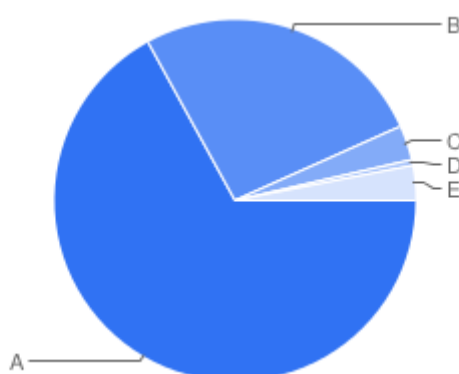
Table of "Q7"



Key	Option	Total	Percent of All
A	Yes - Excellent	105	54.12%
B	Yes - Good	66	34.02%
C	Yes - Adequate	9	4.639%
D	No - Poor	0	0%
E	Not Answered	14	7.216%

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

Table of "Q8"

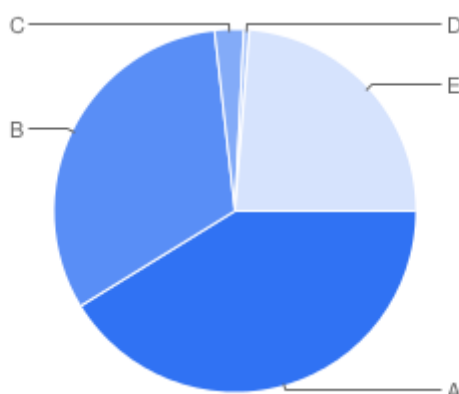


Key	Option	Total	Percent of All
A	Yes - Excellent	130	67.01%

Key	Option	Total	Percent of All
B	Yes - Good	51	26.29%
C	Yes - Adequate	6	3.093%
D	No - Poor	1	0.5155%
E	Not Answered	6	3.093%

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

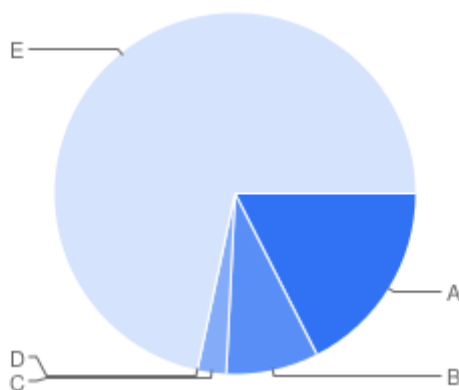
Table of "Q9"



Key	Option	Total	Percent of All
A	Yes - Excellent	80	41.24%
B	Yes - Good	62	31.96%
C	Yes - Adequate	5	2.577%
D	No - Poor	1	0.5155%
E	Not Answered	46	23.71%

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

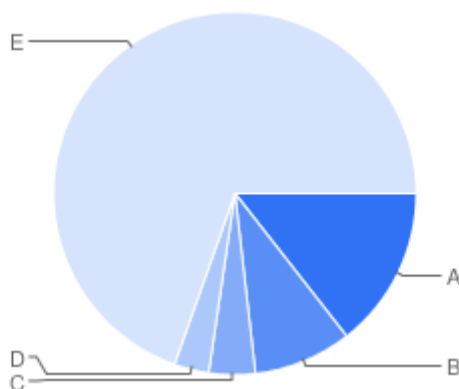
Table of "Q10"



Key	Option	Total	Percent of All
A	Yes - Excellent	34	17.53%
B	Yes - Good	16	8.247%
C	Yes - Adequate	5	2.577%
D	No - Poor	0	0%
E	Not Answered	139	71.65%

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

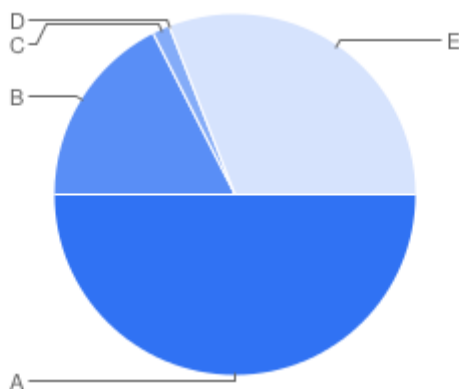
Table of "Q11"



Key	Option	Total	Percent of All
A	Yes - Excellent	28	14.43%
B	Yes - Good	17	8.763%
C	Yes - Adequate	8	4.124%
D	No - Poor	6	3.093%
E	Not Answered	135	69.59%

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

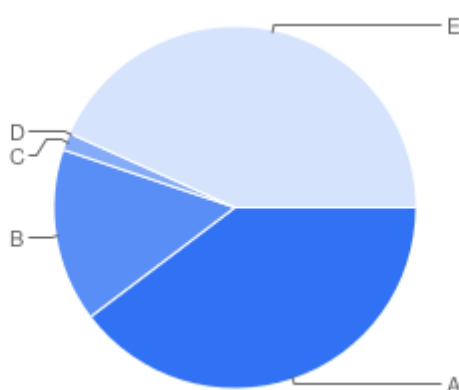
Table of "Q12"



Key	Option	Total	Percent of All
A	Yes - Excellent	97	50.0%
B	Yes - Good	34	17.53%
C	Yes - Adequate	3	1.546%
D	No - Poor	0	0%
E	Not Answered	60	30.93%

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

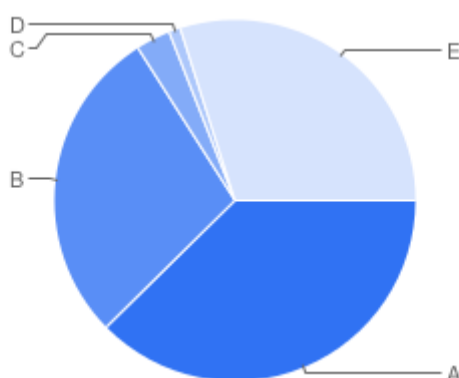
Table of "Q13"



Key	Option	Total	Percent of All
A	Yes - Excellent	77	39.69%
B	Yes - Good	30	15.46%
C	Yes - Adequate	3	1.546%
D	No - Poor	0	0%
E	Not Answered	84	43.30%

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

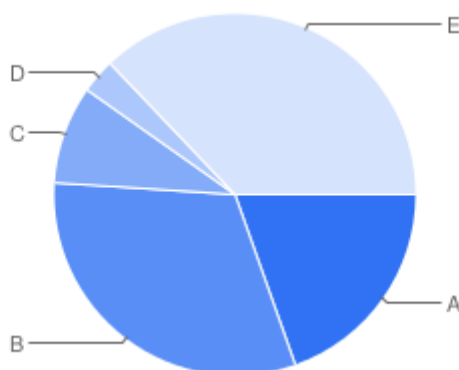
Table of "Q14"



Key	Option	Total	Percent of All
A	Yes - Excellent	73	37.63%
B	Yes - Good	55	28.35%
C	Yes - Adequate	6	3.093%
D	No - Poor	2	1.031%
E	Not Answered	58	29.90%

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

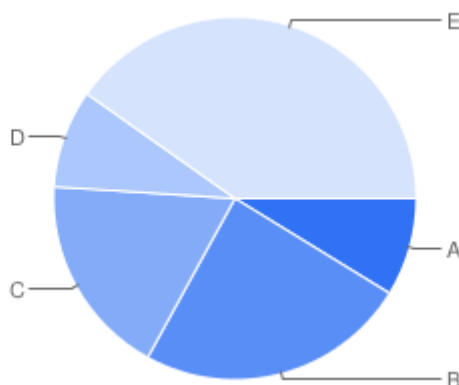
Table of "Q15"



Key	Option	Total	Percent of All
A	Yes - Excellent	38	19.59%
B	Yes - Good	61	31.44%
C	Yes - Adequate	17	8.763%
D	No - Poor	6	3.093%
E	Not Answered	72	37.11%

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

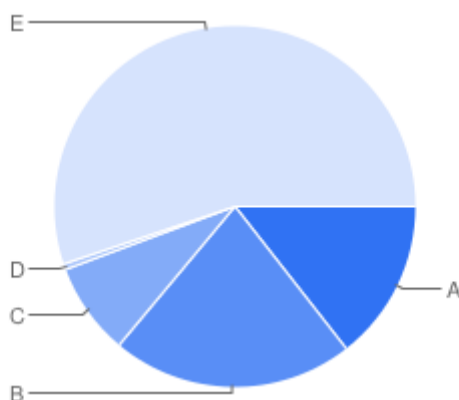
Table of "Q16"



Key	Option	Total	Percent of All
A	Yes - Excellent	17	8.763%
B	Yes - Good	47	24.23%
C	Yes - Adequate	35	18.04%
D	No - Poor	17	8.763%
E	Not Answered	78	40.21%

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"



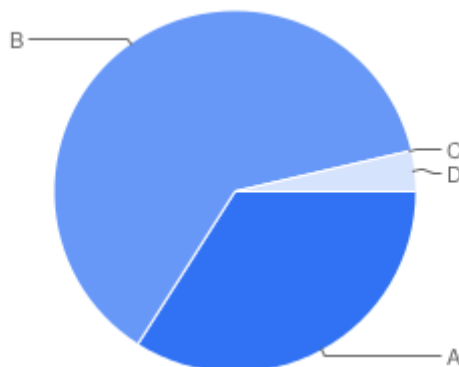
Key	Option	Total	Percent of All
A	Yes - Excellent	28	14.43%
B	Yes - Good	42	21.65%
C	Yes - Adequate	16	8.247%
D	No - Poor	1	0.5155%
E	Not Answered	107	55.15%

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 **87** 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"

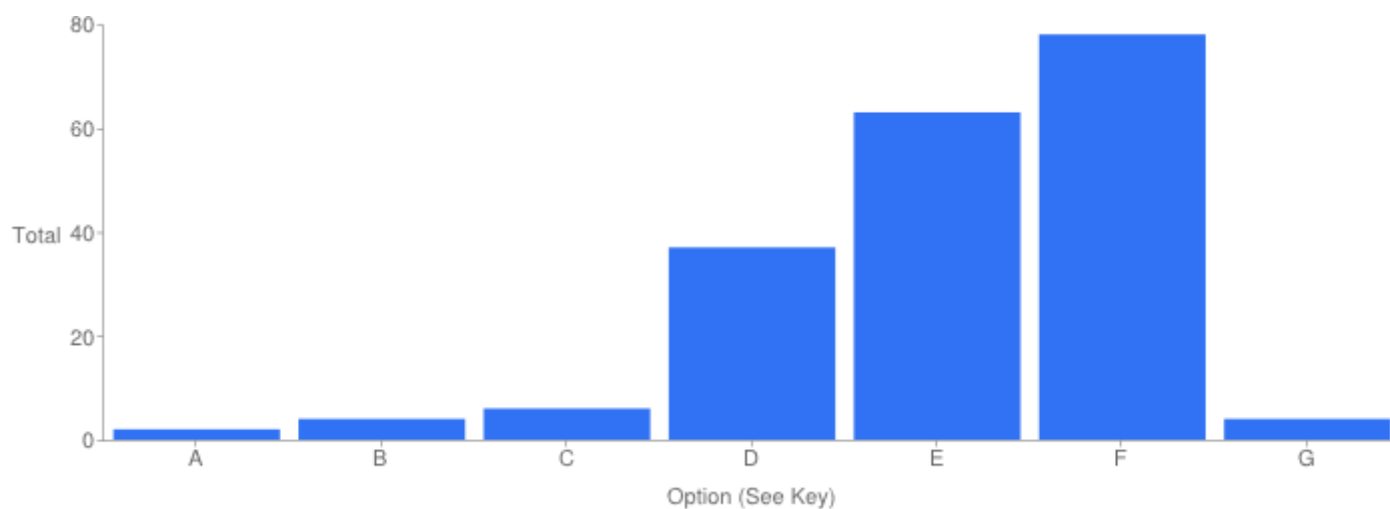


Key	Option	Total	Percent of All
A	Male	66	34.02%
B	Female	121	62.37%
C	Transgender	0	0%
D	Not Answered	7	3.608%

There are no responses to this part of the question.

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

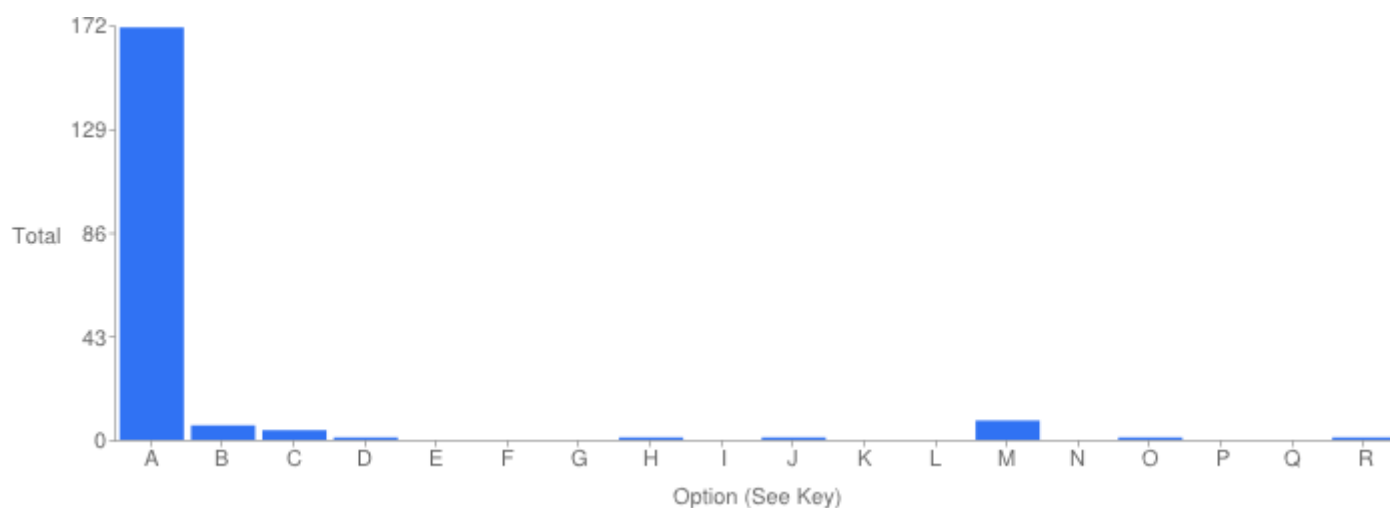
Table of "Q20"



Key	Option	Total	Percent of All
A	Under 25	2	1.031%
B	26 - 34	4	2.062%
C	35 - 44	6	3.093%
D	45 - 54	37	19.07%
E	55 - 64	63	32.47%
F	65+	78	40.21%
G	Not Answered	4	2.062%

Question 22: Are you?

Table of "Q21"

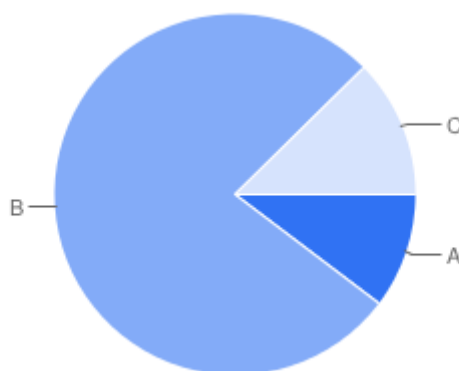


Key	Option	Total	Percent of All
A	White British	171	88.14%
B	White	6	3.093%
C	Any other white background	4	2.062%
D	White and Black Caribbean	1	0.5155%

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	0.5155%
I	Sikh	0	0%
J	Pakistani	1	0.5155%
K	Bangladeshi	0	0%
L	Any other Asian background	0	0%
M	Caribbean	8	4.124%
N	African	0	0%
O	Any other Black background	1	0.5155%
P	Chinese	0	0%
Q	Other	0	0%
R	Not Answered	1	0.5155%

Question 23: Do you have a disability?

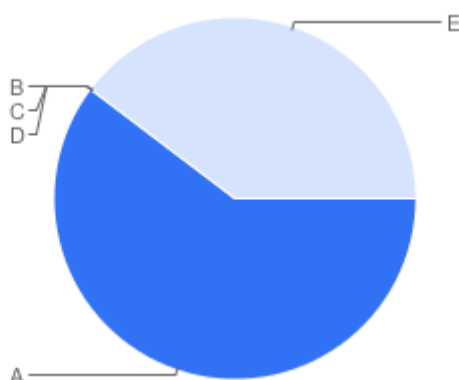
Table of "Q22"



Key	Option	Total	Percent of All
A	Yes	20	10.31%
B	No	150	77.32%
C	Not Answered	24	12.37%

Question 24: Sexual Orientation, are you?

Table of "Q23"



Key	Option	Total	Percent of All
A	Heterosexual/Straight	117	60.31%
B	Gay	0	0%
C	Lesbian	0	0%
D	Bisexual	0	0%
E	Not Answered	77	39.69%