

Bereavement Services Service User Questionnaire 2015 (Quarter 1):Full Report

Bereavement Services Service User Questionnaire 2015 (Quarter 1):Full Report	1
Overview	4
Introduction	4
<i>Question 1: What is your name?</i>	<i>4</i>
<i>Question 2: What is your email address?</i>	<i>4</i>
<i>Question 3: What is your organisation?</i>	<i>4</i>
<i>Question 4: General: At which site did you access the Council's Cemeteries and Crematoria Service?</i>	<i>4</i>
<i>Table of "Q"</i>	<i>4</i>
<i>Question 5: General:What is your overall impression of the Council's Cemeteries and Crematoria Service?</i>	<i>5</i>
<i>Table of "Q4"</i>	<i>5</i>
<i>Question 6: General:Did you find the Council's staff to be helpful and courteous?</i>	<i>6</i>
<i>Table of "Q5"</i>	<i>6</i>
<i>Question 7: General:Do you consider the Council's charges to be reasonable in relation to the overall cost of the funeral?</i>	<i>7</i>
<i>Table of "Q6"</i>	<i>7</i>
<i>Question 8: General:Have you found the Cemetery/Crematorium employees dressed appropriately for the service that is being provided?</i>	<i>7</i>
<i>Table of "Q7"</i>	<i>7</i>
<i>Question 9: General:Was the service provided at the time and place you specified?</i>	<i>8</i>
<i>Table of "Q8"</i>	<i>8</i>
<i>Question 10: General: Was the literature provided clear and understandable?</i>	<i>9</i>
<i>Table of "Q9"</i>	<i>9</i>
<i>Question 11: Burial:Was the grave preparation to your satisfaction?</i>	<i>9</i>
<i>Table of "Q10"</i>	<i>10</i>
<i>Question 12: Burial:What do you think of the standard of grounds maintenance in the City Cemeteries?</i>	<i>10</i>

<i>Table of "Q11"</i>	10
<i>Question 13: Cremation:Were you satisfied with the cleanliness and appearance of the Crematorium Chapel?</i>	11
<i>Table of "Q12"</i>	11
<i>Question 14: Cremation:Were there ample service and hymn books available in the chapel?</i>	12
<i>Table of "Q13"</i>	12
<i>Question 15: Cremation:What do you think of the standard of the grounds at the Crematorium?</i>	12
<i>Table of "Q14"</i>	12
<i>Question 16: Memorialisation:What do you think of the Council's memorialisation schemes (e.g plaques,kerbs)?</i>	13
<i>Table of "Q15"</i>	13
<i>Question 17: Memorialisation:Do you consider the charges for memorialisation schemes to be reasonable?</i>	14
<i>Table of "Q16"</i>	14
<i>Question 18: Memorialisation:Are you satisfied with the choice of cremation memorials provided? If no please provide further details in comments below.</i>	14
<i>Table of "Q17"</i>	14
<i>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.</i>	15
<i>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?</i>	15
<i>Table of "Q19"</i>	15
<i>Question 21: Which of the following age categories do you fit into?</i>	16
<i>Table of "Q20"</i>	16
<i>Question 22: Are you?</i>	17
<i>Table of "Q21"</i>	17



<i>Question 23: Do you have a disability?</i>	18
<i>Table of "Q22"</i>	18
<i>Question 24: Sexual Orientation, are you?</i>	19
<i>Table of "Q23"</i>	19

Overview

This report was created on Tuesday 07 April 2015 at 15:18.

From **01/01/2015** to **31/03/2015**, Birmingham City Council ran a consultation entitled '*Bereavement Services Service User Questionnaire 2015 (Quarter 1)*'. This report covers the online element of the consultation process, which was run from <http://www.birminghambeheard.org.uk/place/bs-service-user-2015-q1>

Introduction

Question 1: What is your name?

There are **5** responses to this part of the question.

Question 2: What is your email address?

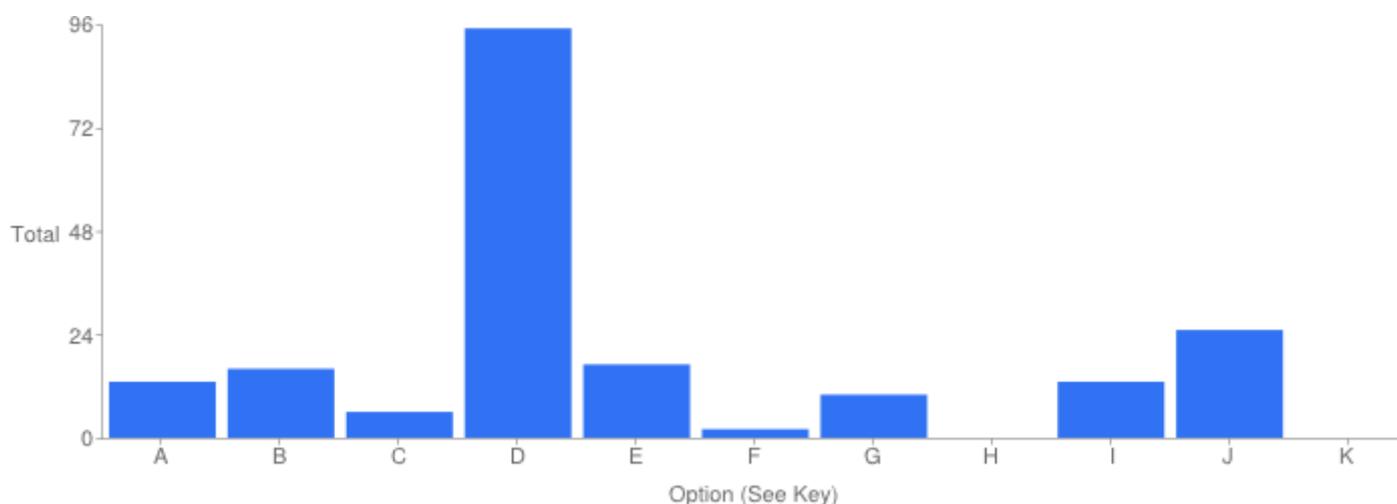
There are **4** responses to this part of the question.

Question 3: What is your organisation?

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

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

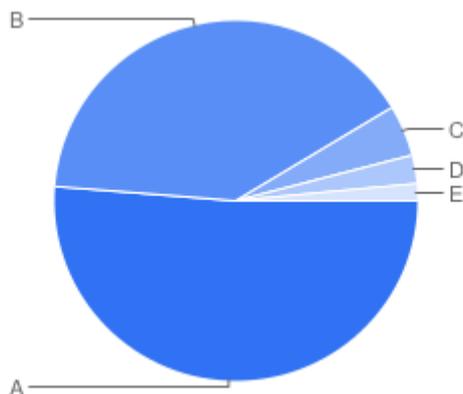
Table of "Q"



Key	Option	Total	Percent of All
A	Brandwood End Cemetery	13	6.599%
B	Handsworth Cemetery	16	8.122%
C	Kings Norton Cemetery	6	3.046%
D	Lodge Hill Cemetery & Crematorium	95	48.22%
E	Quinton Cemetery	17	8.629%
F	Sutton Coldfield Cemetery	2	1.015%
G	Sutton Coldfield Crematorium	10	5.076%
H	Sutton Newhall Cemetery	0	0%
I	Witton Cemetery	13	6.599%
J	Yardley Cemetery & Crematorium	25	12.69%
K	Not Answered	0	0%

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

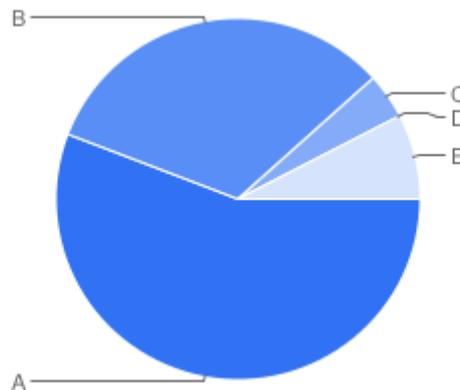
Table of "Q4"



Key	Option	Total	Percent of All
A	Yes - Excellent	101	51.27%
B	Yes - Good	79	40.10%
C	Yes - Adequate	9	4.569%
D	No - Poor	5	2.538%
E	Not Answered	3	1.523%

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

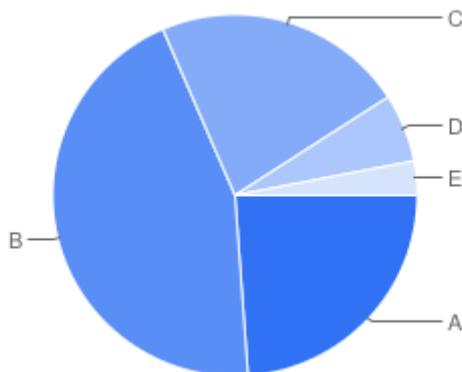
Table of "Q5"



Key	Option	Total	Percent of All
A	Yes - Excellent	110	55.84%
B	Yes - Good	64	32.49%
C	Yes - Adequate	8	4.061%
D	No - Poor	0	0%
E	Not Answered	15	7.614%

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

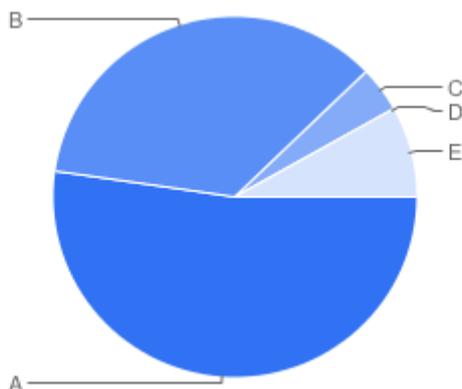
Table of "Q6"



Key	Option	Total	Percent of All
A	Yes - Excellent	47	23.86%
B	Yes - Good	88	44.67%
C	Yes - Adequate	44	22.34%
D	No - Poor	12	6.091%
E	Not Answered	6	3.046%

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

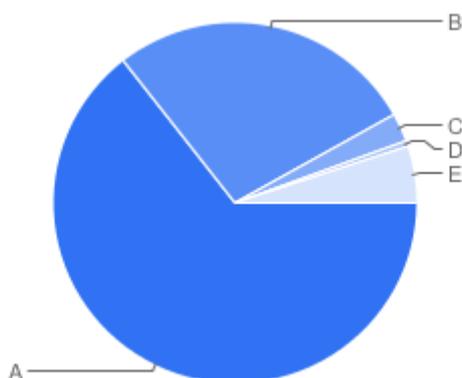
Table of "Q7"



Key	Option	Total	Percent of All
A	Yes - Excellent	103	52.28%
B	Yes - Good	70	35.53%
C	Yes - Adequate	8	4.061%
D	No - Poor	0	0%
E	Not Answered	16	8.122%

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

Table of "Q8"

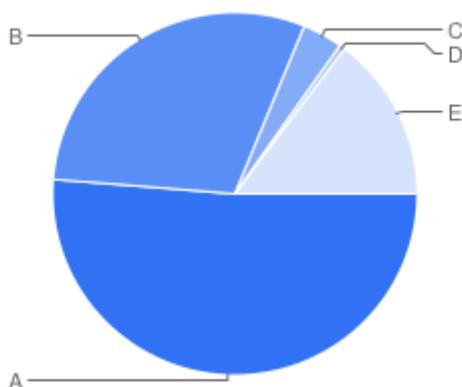


Key	Option	Total	Percent of All
A	Yes - Excellent	127	64.47%

Key	Option	Total	Percent of All
B	Yes - Good	54	27.41%
C	Yes - Adequate	5	2.538%
D	No - Poor	1	0.5076%
E	Not Answered	10	5.076%

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

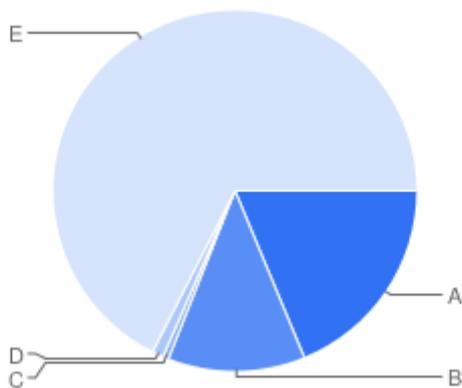
Table of "Q9"



Key	Option	Total	Percent of All
A	Yes - Excellent	101	51.27%
B	Yes - Good	59	29.95%
C	Yes - Adequate	7	3.553%
D	No - Poor	1	0.5076%
E	Not Answered	29	14.72%

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

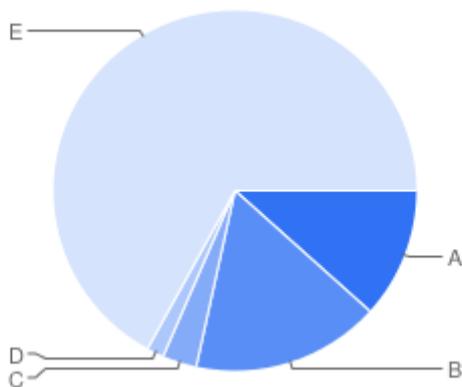
Table of "Q10"



Key	Option	Total	Percent of All
A	Yes - Excellent	37	18.78%
B	Yes - Good	24	12.18%
C	Yes - Adequate	1	0.5076%
D	No - Poor	2	1.015%
E	Not Answered	133	67.51%

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

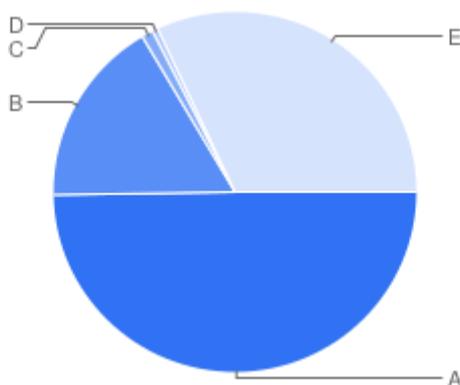
Table of "Q11"



Key	Option	Total	Percent of All
A	Yes - Excellent	23	11.68%
B	Yes - Good	33	16.75%
C	Yes - Adequate	6	3.046%
D	No - Poor	3	1.523%
E	Not Answered	132	67.01%

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

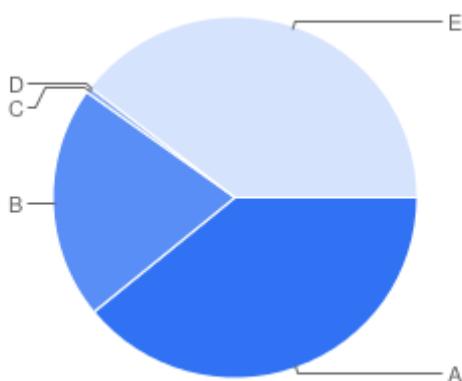
Table of "Q12"



Key	Option	Total	Percent of All
A	Yes - Excellent	98	49.75%
B	Yes - Good	33	16.75%
C	Yes - Adequate	2	1.015%
D	No - Poor	1	0.5076%
E	Not Answered	63	31.98%

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

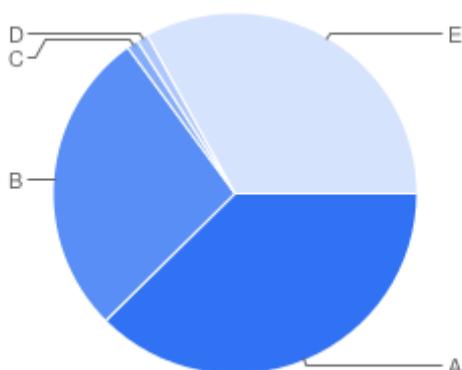
Table of "Q13"



Key	Option	Total	Percent of All
A	Yes - Excellent	77	39.09%
B	Yes - Good	41	20.81%
C	Yes - Adequate	1	0.5076%
D	No - Poor	0	0%
E	Not Answered	78	39.59%

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

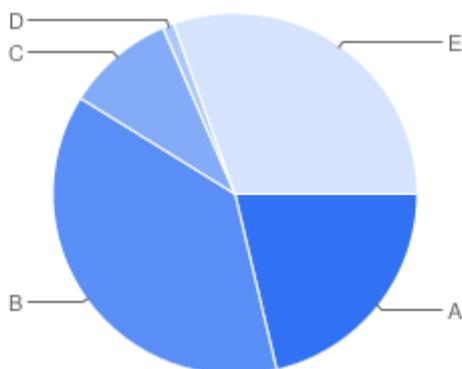
Table of "Q14"



Key	Option	Total	Percent of All
A	Yes - Excellent	74	37.56%
B	Yes - Good	54	27.41%
C	Yes - Adequate	2	1.015%
D	No - Poor	2	1.015%
E	Not Answered	65	32.99%

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

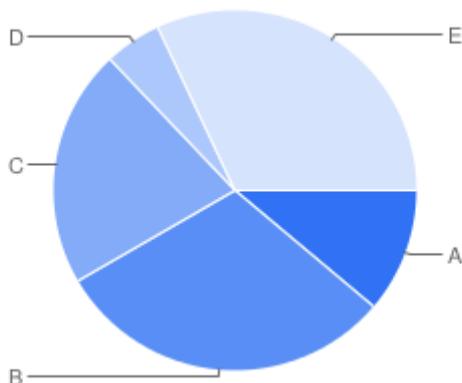
Table of "Q15"



Key	Option	Total	Percent of All
A	Yes - Excellent	42	21.32%
B	Yes - Good	74	37.56%
C	Yes - Adequate	19	9.645%
D	No - Poor	2	1.015%
E	Not Answered	60	30.46%

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

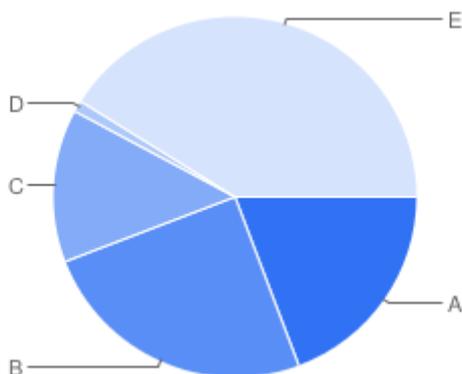
Table of "Q16"



Key	Option	Total	Percent of All
A	Yes - Excellent	22	11.17%
B	Yes - Good	60	30.46%
C	Yes - Adequate	42	21.32%
D	No - Poor	10	5.076%
E	Not Answered	63	31.98%

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"



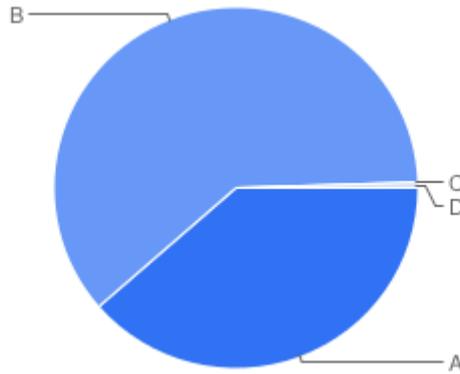
Key	Option	Total	Percent of All
A	Yes - Excellent	38	19.29%
B	Yes - Good	49	24.87%
C	Yes - Adequate	27	13.71%
D	No - Poor	2	1.015%
E	Not Answered	81	41.12%

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 **72** 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"

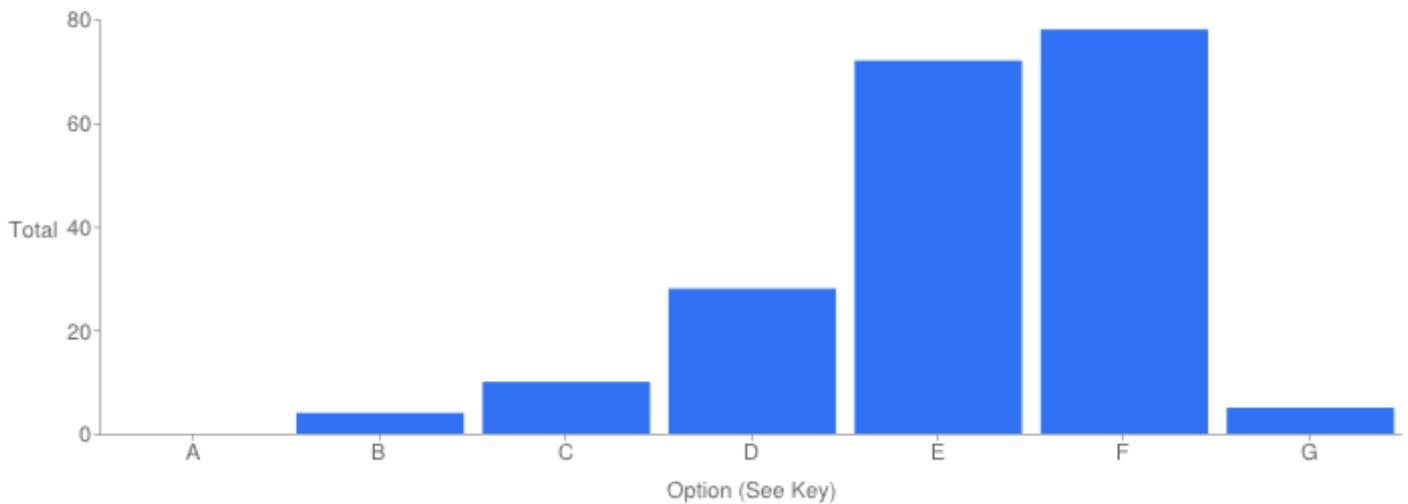


Key	Option	Total	Percent of All
A	Male	76	38.58%
B	Female	120	60.91%
C	Transgender	0	0%
D	Not Answered	1	0.5076%

There are no responses to this part of the question.

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

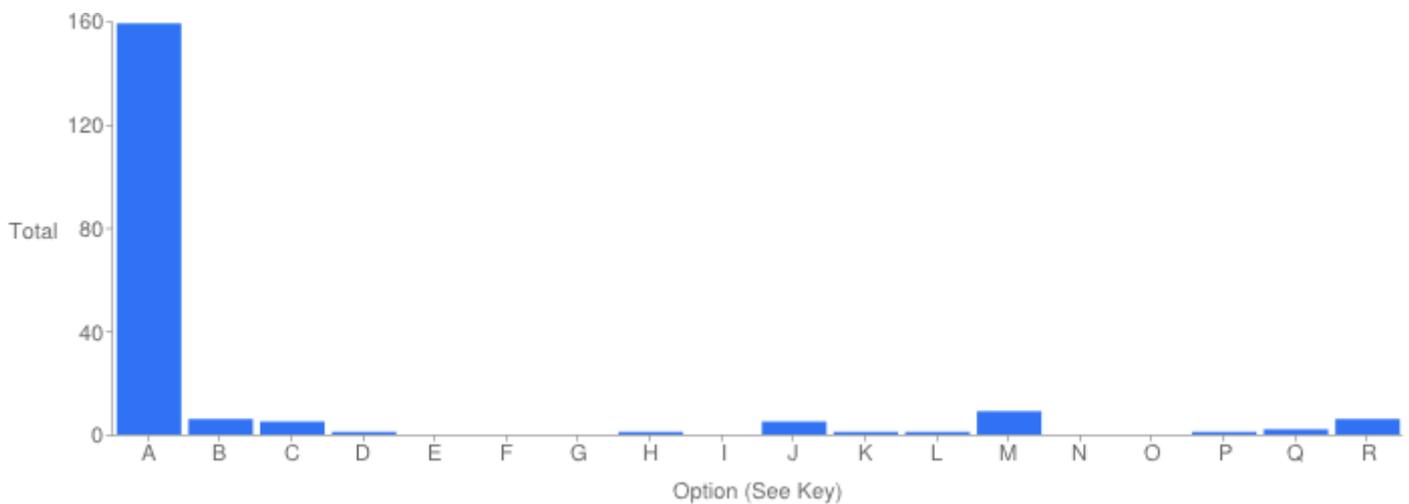
Table of "Q20"



Key	Option	Total	Percent of All
A	Under 25	0	0%
B	26 - 34	4	2.030%
C	35 - 44	10	5.076%
D	45 - 54	28	14.21%
E	55 - 64	72	36.55%
F	65+	78	39.59%
G	Not Answered	5	2.538%

Question 22: Are you?

Table of "Q21"

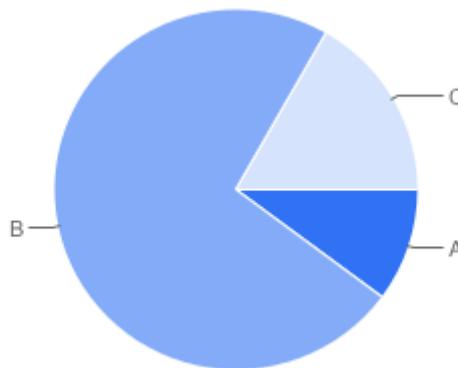


Key	Option	Total	Percent of All
A	White British	159	80.71%
B	White	6	3.046%
C	Any other white background	5	2.538%
D	White and Black Caribbean	1	0.5076%

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	0.5076%
I	Sikh	0	0%
J	Pakistani	5	2.538%
K	Bangladeshi	1	0.5076%
L	Any other Asian background	1	0.5076%
M	Caribbean	9	4.569%
N	African	0	0%
O	Any other Black background	0	0%
P	Chinese	1	0.5076%
Q	Other	2	1.015%
R	Not Answered	6	3.046%

Question 23: Do you have a disability?

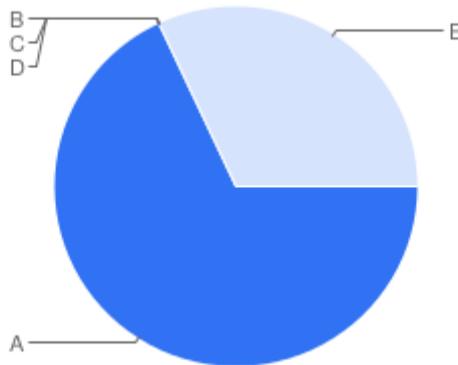
Table of "Q22"



Key	Option	Total	Percent of All
A	Yes	20	10.15%
B	No	144	73.10%
C	Not Answered	33	16.75%

Question 24: Sexual Orientation, are you?

Table of "Q23"



Key	Option	Total	Percent of All
A	Heterosexual/Straight	134	68.02%
B	Gay	0	0%
C	Lesbian	0	0%
D	Bisexual	0	0%
E	Not Answered	63	31.98%