

# Bereavement Services Service User Questionnaire 2015 (Quarter 2):Full Report

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## Overview

This report was created on Wednesday 01 July 2015 at 11:06.

From **01/04/2015** to **30/06/2015**, Birmingham City Council ran a consultation entitled '*Bereavement Services Service User Questionnaire 2015 (Quarter 2)*'. This report covers the online element of the consultation process, which was run from <http://www.birminghambeheard.org.uk/place/bs-service-user-2015-q2>

## Introduction

### Question 1: What is your name?

There are **19** responses to this part of the question.

### Question 2: What is your email address?

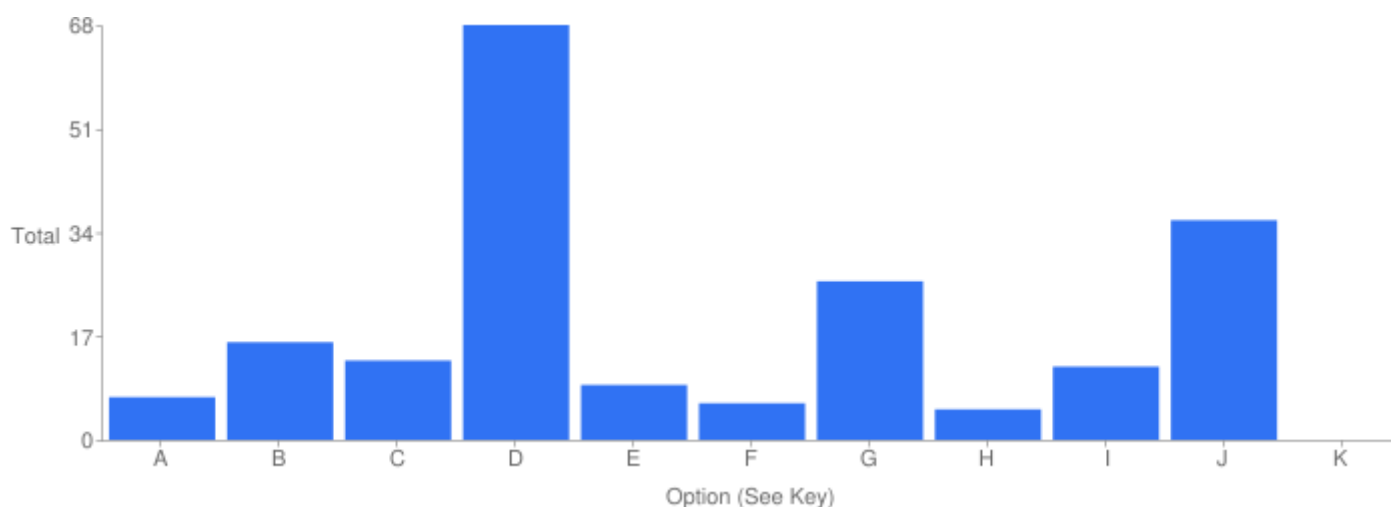
There are **18** responses to this part of the question.

### Question 3: What is your organisation?

There are **17** responses to this part of the question.

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

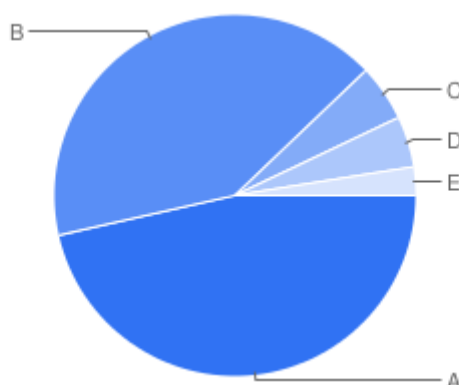
#### Table of "Q"



Key	Option	Total	Percent of All
A	Brandwood End Cemetery	7	3.535%
B	Handsworth Cemetery	16	8.081%
C	Kings Norton Cemetery	13	6.566%
D	Lodge Hill Cemetery & Crematorium	68	34.34%
E	Quinton Cemetery	9	4.545%
F	Sutton Coldfield Cemetery	6	3.030%
G	Sutton Coldfield Crematorium	26	13.13%
H	Sutton Newhall Cemetery	5	2.525%
I	Witton Cemetery	12	6.061%
J	Yardley Cemetery & Crematorium	36	18.18%
K	Not Answered	0	0%

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

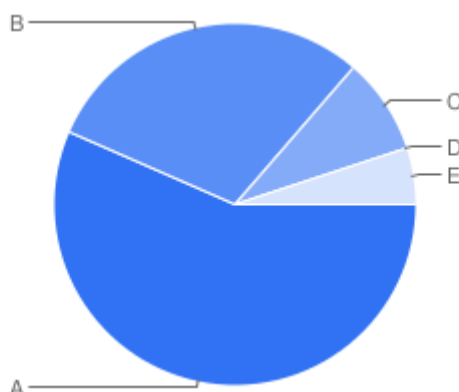
Table of "Q4"



Key	Option	Total	Percent of All
A	Yes - Excellent	92	46.46%
B	Yes - Good	82	41.41%
C	Yes - Adequate	10	5.051%
D	No - Poor	9	4.545%
E	Not Answered	5	2.525%

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

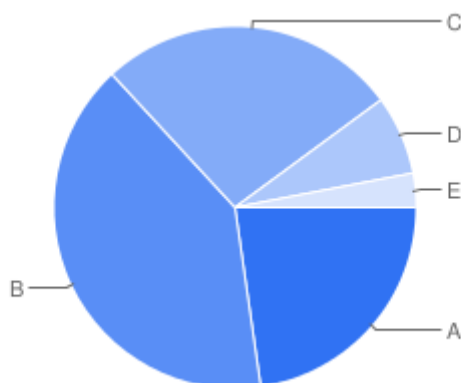
Table of "Q5"



Key	Option	Total	Percent of All
A	Yes - Excellent	112	56.57%
B	Yes - Good	59	29.80%
C	Yes - Adequate	17	8.586%
D	No - Poor	0	0%
E	Not Answered	10	5.051%

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

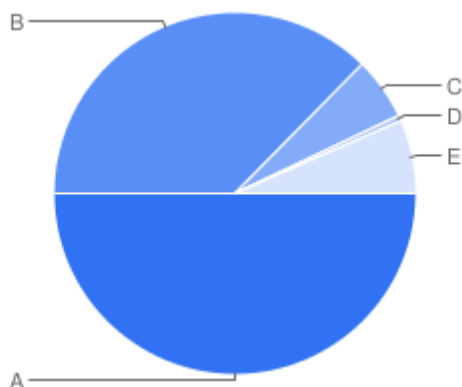
**Table of "Q6"**



Key	Option	Total	Percent of All
A	Yes - Excellent	45	22.73%
B	Yes - Good	80	40.40%
C	Yes - Adequate	53	26.77%
D	No - Poor	14	7.071%
E	Not Answered	6	3.030%

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

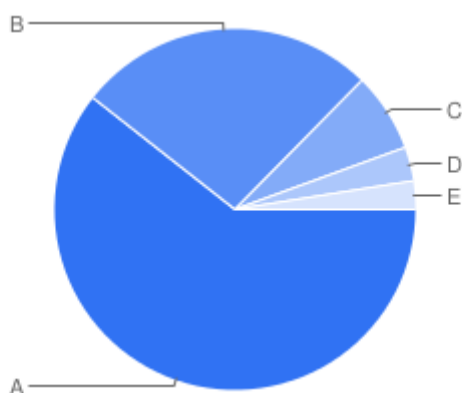
**Table of "Q7"**



Key	Option	Total	Percent of All
A	Yes - Excellent	99	50.0%
B	Yes - Good	74	37.37%
C	Yes - Adequate	11	5.556%
D	No - Poor	1	0.5051%
E	Not Answered	13	6.566%

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

Table of "Q8"



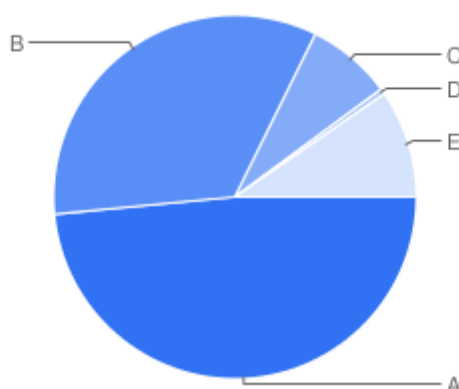
Key	Option	Total	Percent of All
A	Yes - Excellent	120	60.61%



Key	Option	Total	Percent of All
B	Yes - Good	53	26.77%
C	Yes - Adequate	14	7.071%
D	No - Poor	6	3.030%
E	Not Answered	5	2.525%

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

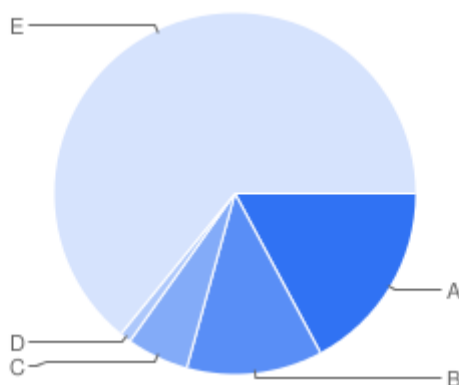
Table of "Q9"



Key	Option	Total	Percent of All
A	Yes - Excellent	96	48.48%
B	Yes - Good	67	33.84%
C	Yes - Adequate	15	7.576%
D	No - Poor	1	0.5051%
E	Not Answered	19	9.596%

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

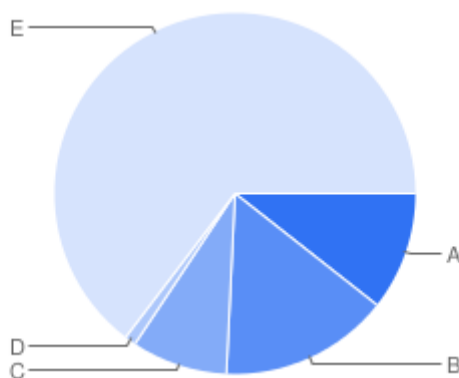
Table of "Q10"



Key	Option	Total	Percent of All
A	Yes - Excellent	34	17.17%
B	Yes - Good	24	12.12%
C	Yes - Adequate	11	5.556%
D	No - Poor	2	1.010%
E	Not Answered	127	64.14%

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

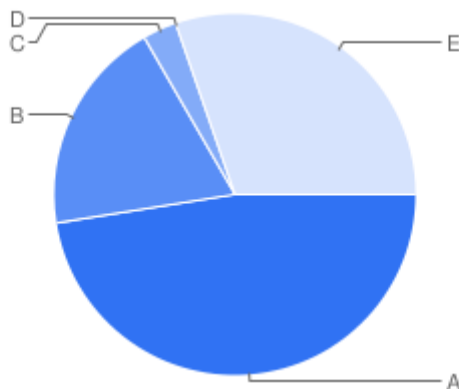
Table of "Q11"



Key	Option	Total	Percent of All
A	Yes - Excellent	21	10.61%
B	Yes - Good	30	15.15%
C	Yes - Adequate	17	8.586%
D	No - Poor	2	1.010%
E	Not Answered	128	64.65%

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

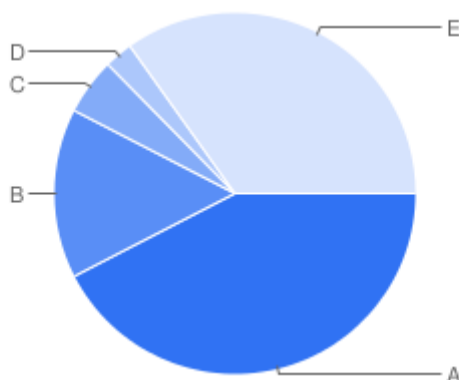
Table of "Q12"



Key	Option	Total	Percent of All
A	Yes - Excellent	94	47.47%
B	Yes - Good	38	19.19%
C	Yes - Adequate	6	3.030%
D	No - Poor	0	0%
E	Not Answered	60	30.30%

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

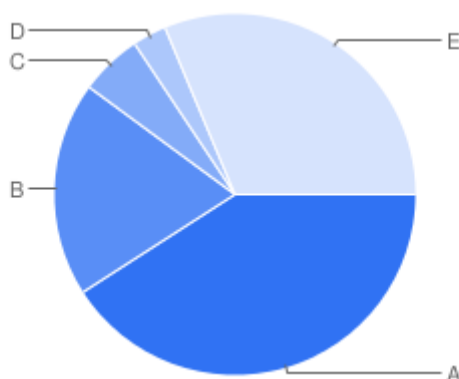
Table of "Q13"



Key	Option	Total	Percent of All
A	Yes - Excellent	84	42.42%
B	Yes - Good	30	15.15%
C	Yes - Adequate	10	5.051%
D	No - Poor	5	2.525%
E	Not Answered	69	34.85%

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

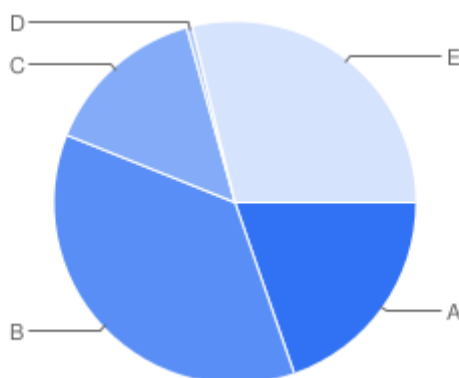
Table of "Q14"



Key	Option	Total	Percent of All
A	Yes - Excellent	81	40.91%
B	Yes - Good	38	19.19%
C	Yes - Adequate	11	5.556%
D	No - Poor	6	3.030%
E	Not Answered	62	31.31%

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

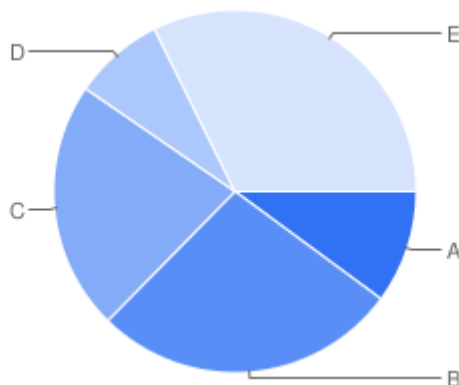
Table of "Q15"



Key	Option	Total	Percent of All
A	Yes - Excellent	39	19.70%
B	Yes - Good	72	36.36%
C	Yes - Adequate	29	14.65%
D	No - Poor	1	0.5051%
E	Not Answered	57	28.79%

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

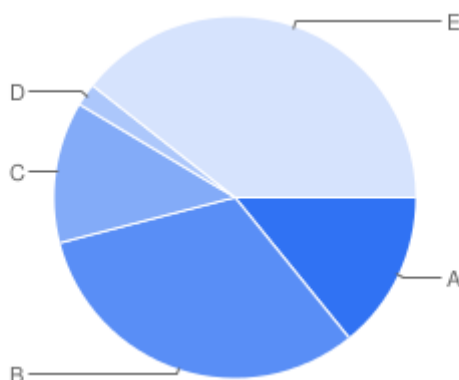
Table of "Q16"



Key	Option	Total	Percent of All
A	Yes - Excellent	20	10.10%
B	Yes - Good	54	27.27%
C	Yes - Adequate	44	22.22%
D	No - Poor	16	8.081%
E	Not Answered	64	32.32%

**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"



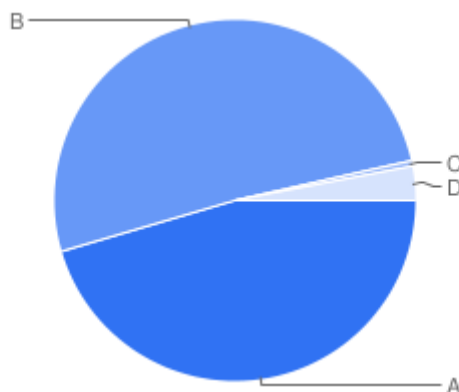
Key	Option	Total	Percent of All
A	Yes - Excellent	28	14.14%
B	Yes - Good	63	31.82%
C	Yes - Adequate	25	12.63%
D	No - Poor	4	2.020%
E	Not Answered	78	39.39%

**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 **91** 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"

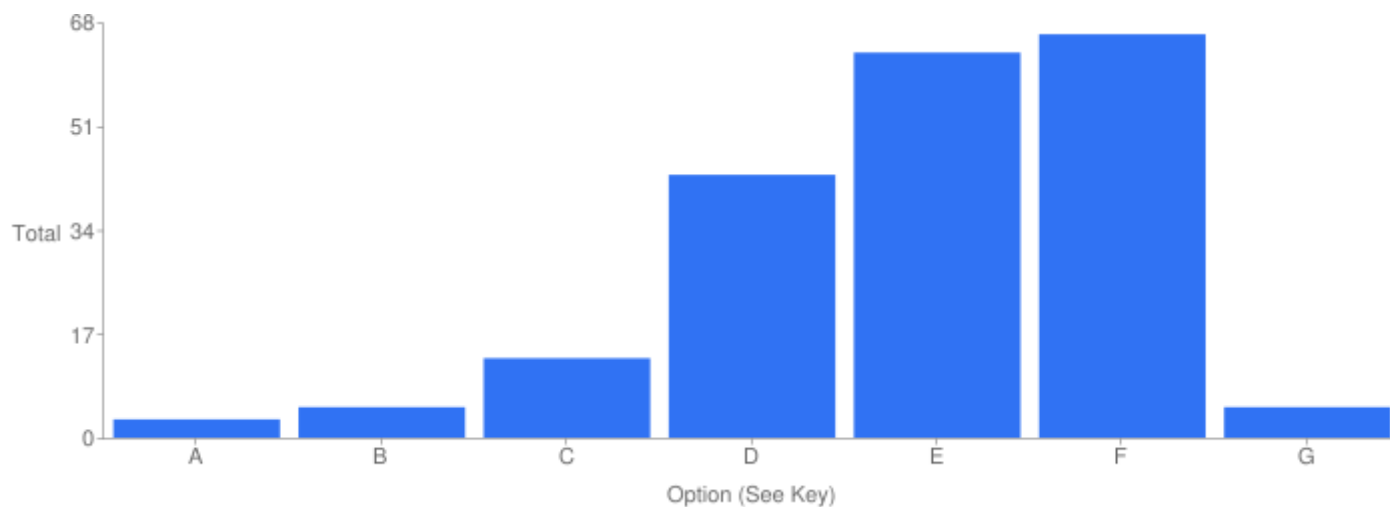


Key	Option	Total	Percent of All
A	Male	90	45.45%
B	Female	101	51.01%
C	Transgender	1	0.5051%
D	Not Answered	6	3.030%

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"

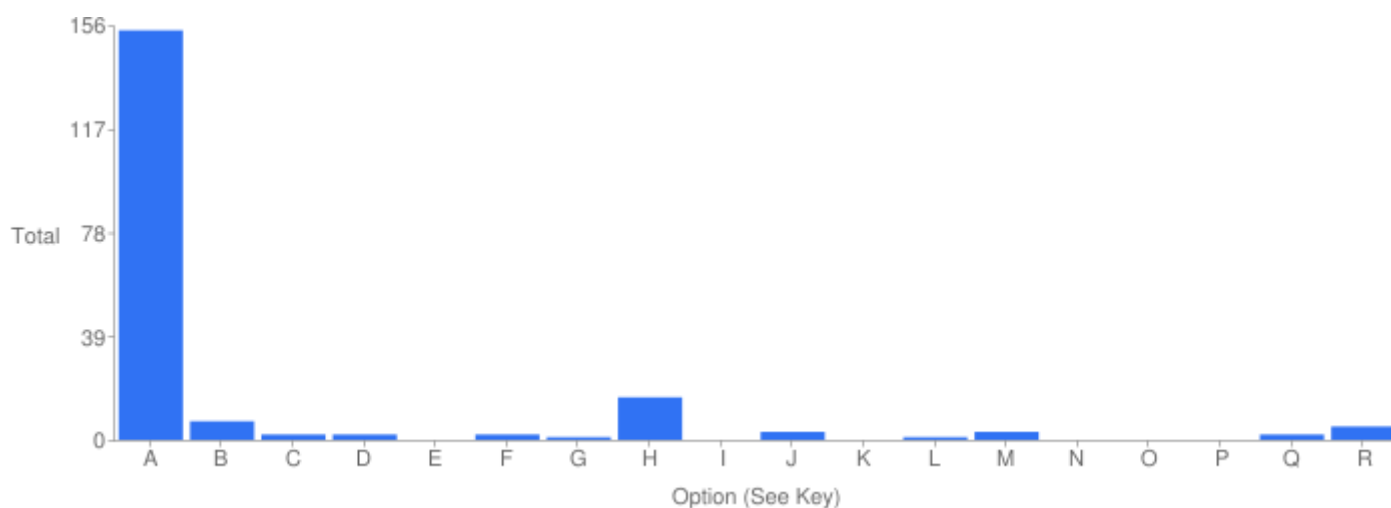




Key	Option	Total	Percent of All
A	Under 25	3	1.515%
B	26 - 34	5	2.525%
C	35 - 44	13	6.566%
D	45 - 54	43	21.72%
E	55 - 64	63	31.82%
F	65+	66	33.33%
G	Not Answered	5	2.525%

## Question 22: Are you?

Table of "Q21"

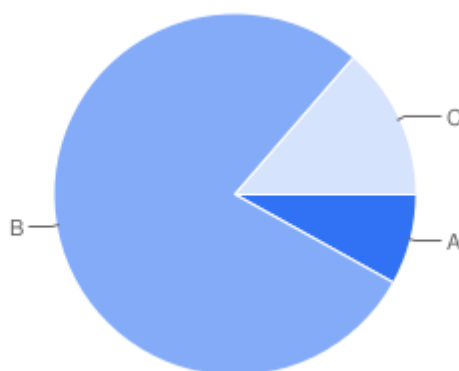


Key	Option	Total	Percent of All
A	White British	154	77.78%
B	White	7	3.535%
C	Any other white background	2	1.010%
D	White and Black Caribbean	2	1.010%

Key	Option	Total	Percent of All
E	White and Balck African	0	0%
F	White and Asian	2	1.010%
G	Any other mixed background	1	0.5051%
H	Indian	16	8.081%
I	Sikh	0	0%
J	Pakistani	3	1.515%
K	Bangladeshi	0	0%
L	Any other Asian background	1	0.5051%
M	Caribbean	3	1.515%
N	African	0	0%
O	Any other Black background	0	0%
P	Chinese	0	0%
Q	Other	2	1.010%
R	Not Answered	5	2.525%

### Question 23: Do you have a disability?

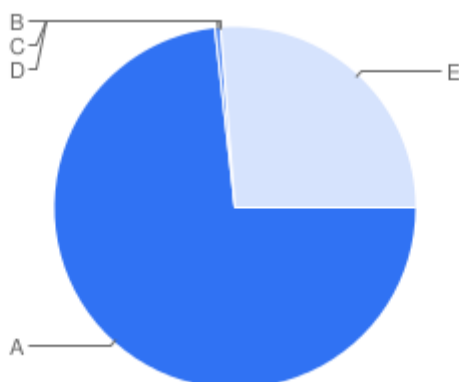
Table of "Q22"



Key	Option	Total	Percent of All
A	Yes	16	8.081%
B	No	155	78.28%
C	Not Answered	27	13.64%

## Question 24: Sexual Orientation, are you?

Table of "Q23"



Key	Option	Total	Percent of All
A	Heterosexual/Straight	145	73.23%
B	Gay	1	0.5051%
C	Lesbian	0	0%
D	Bisexual	0	0%
E	Not Answered	52	26.26%