

Bereavement Services Service User Questionnaire 2015 (Quarter 3):Full Report

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Overview

This report was created on Wednesday 07 October 2015 at 17:06.

From **01/07/2015** to **30/09/2015**, Birmingham City Council ran a consultation entitled '*Bereavement Services Service User Questionnaire 2015 (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-2015-q3>

Introduction

Question 1: What is your name?

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

Question 2: What is your email address?

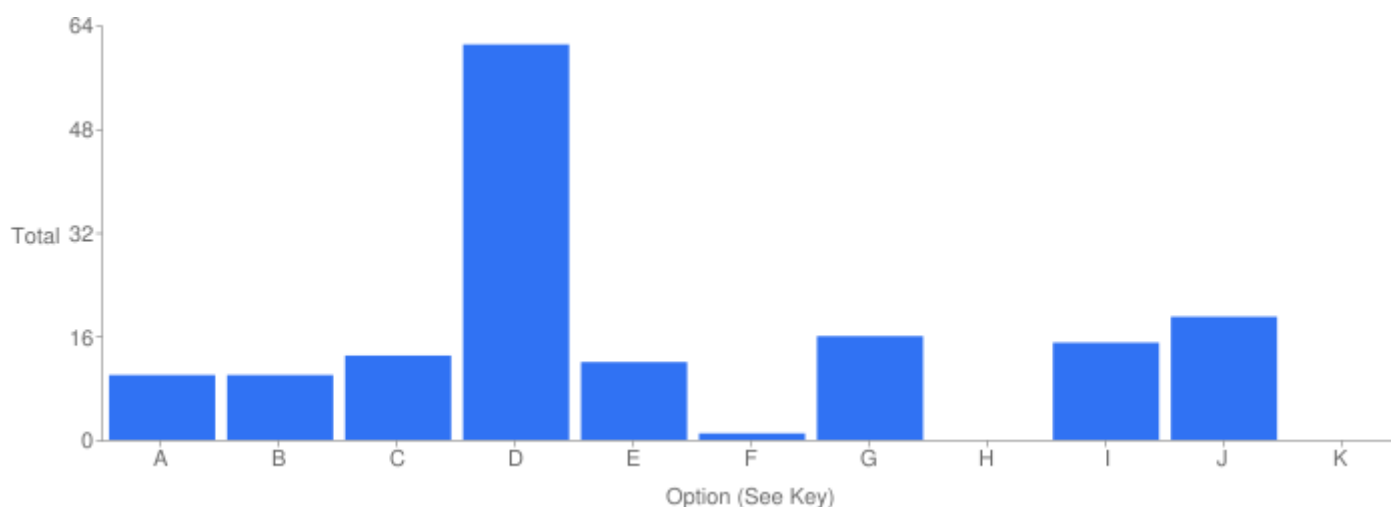
There are **3** responses to this part of the question.

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?

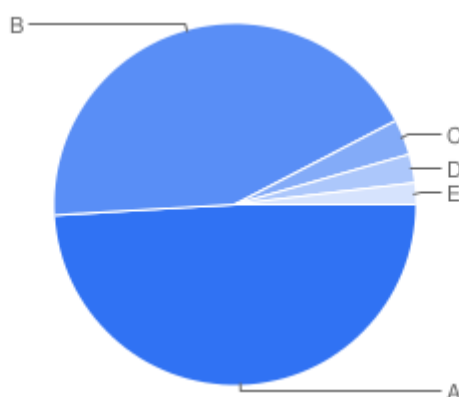
Table of "Q"



Key	Option	Total	Percent of All
A	Brandwood End Cemetery	10	6.369%
B	Handsworth Cemetery	10	6.369%
C	Kings Norton Cemetery	13	8.280%
D	Lodge Hill Cemetery & Crematorium	61	38.85%
E	Quinton Cemetery	12	7.643%
F	Sutton Coldfield Cemetery	1	0.6369%
G	Sutton Coldfield Crematorium	16	10.19%
H	Sutton Newhall Cemetery	0	0%
I	Witton Cemetery	15	9.554%
J	Yardley Cemetery & Crematorium	19	12.10%
K	Not Answered	0	0%

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

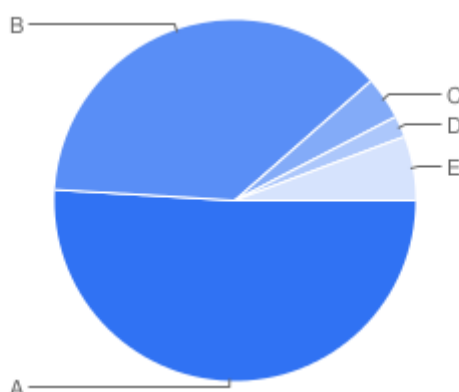
Table of "Q4"



Key	Option	Total	Percent of All
A	Yes - Excellent	77	49.04%
B	Yes - Good	68	43.31%
C	Yes - Adequate	5	3.185%
D	No - Poor	4	2.548%
E	Not Answered	3	1.911%

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

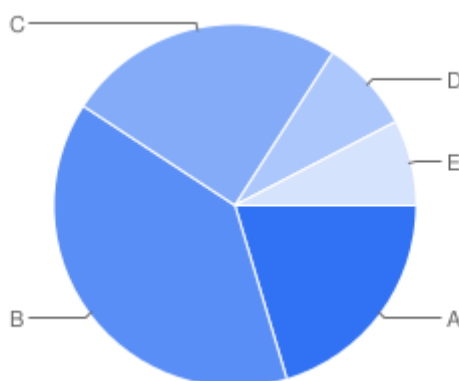
Table of "Q5"



Key	Option	Total	Percent of All
A	Yes - Excellent	80	50.96%
B	Yes - Good	59	37.58%
C	Yes - Adequate	6	3.822%
D	No - Poor	3	1.911%
E	Not Answered	9	5.732%

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

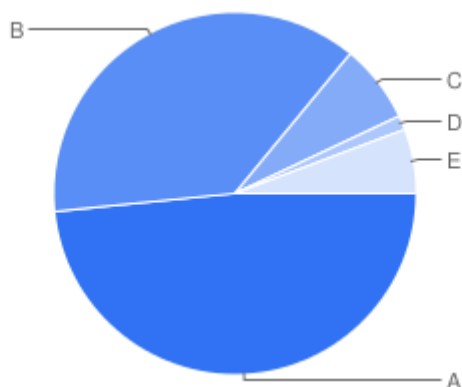
Table of "Q6"



Key	Option	Total	Percent of All
A	Yes - Excellent	32	20.38%
B	Yes - Good	61	38.85%
C	Yes - Adequate	39	24.84%
D	No - Poor	13	8.280%
E	Not Answered	12	7.643%

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

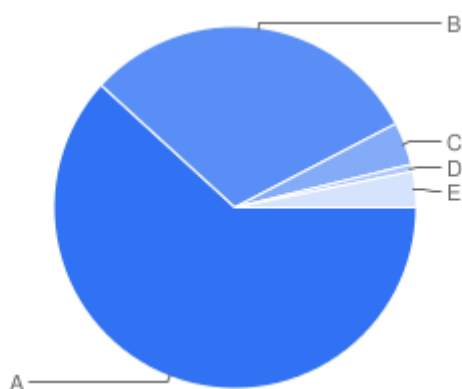
Table of "Q7"



Key	Option	Total	Percent of All
A	Yes - Excellent	76	48.41%
B	Yes - Good	59	37.58%
C	Yes - Adequate	11	7.006%
D	No - Poor	2	1.274%
E	Not Answered	9	5.732%

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

Table of "Q8"

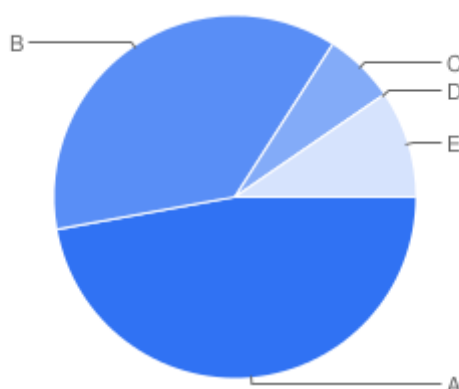


Key	Option	Total	Percent of All
A	Yes - Excellent	97	61.78%

Key	Option	Total	Percent of All
B	Yes - Good	48	30.57%
C	Yes - Adequate	6	3.822%
D	No - Poor	1	0.6369%
E	Not Answered	5	3.185%

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

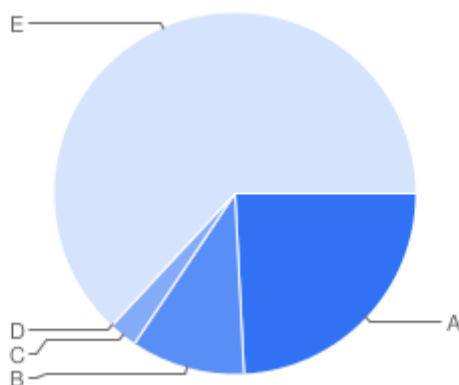
Table of "Q9"



Key	Option	Total	Percent of All
A	Yes - Excellent	74	47.13%
B	Yes - Good	58	36.94%
C	Yes - Adequate	10	6.369%
D	No - Poor	0	0%
E	Not Answered	15	9.554%

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

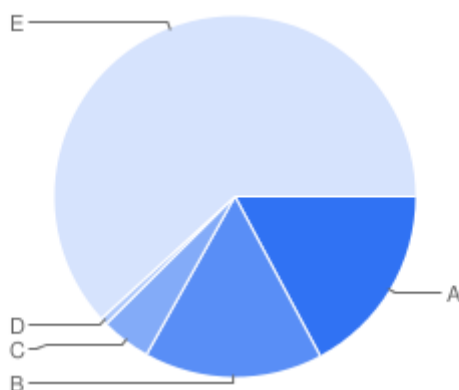
Table of "Q10"



Key	Option	Total	Percent of All
A	Yes - Excellent	38	24.20%
B	Yes - Good	16	10.19%
C	Yes - Adequate	4	2.548%
D	No - Poor	0	0%
E	Not Answered	99	63.06%

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

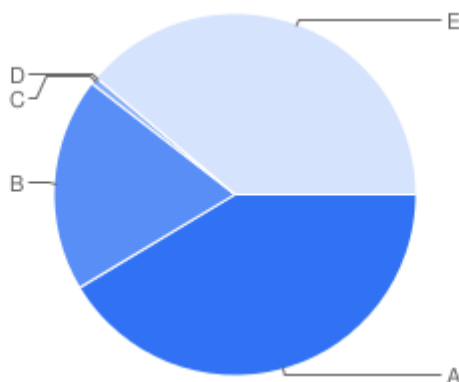
Table of "Q11"



Key	Option	Total	Percent of All
A	Yes - Excellent	27	17.20%
B	Yes - Good	25	15.92%
C	Yes - Adequate	7	4.459%
D	No - Poor	1	0.6369%
E	Not Answered	97	61.78%

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

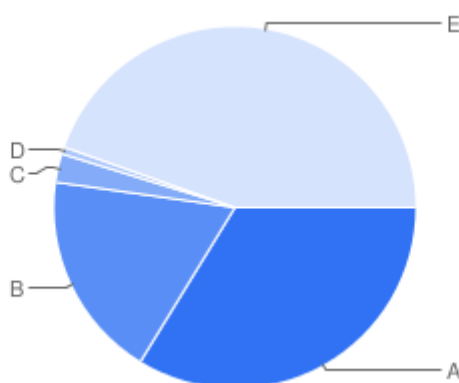
Table of "Q12"



Key	Option	Total	Percent of All
A	Yes - Excellent	65	41.40%
B	Yes - Good	30	19.11%
C	Yes - Adequate	1	0.6369%
D	No - Poor	0	0%
E	Not Answered	61	38.85%

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

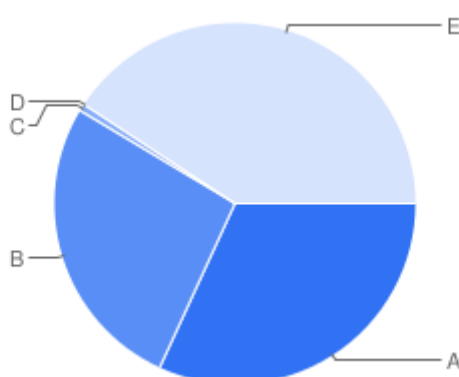
Table of "Q13"



Key	Option	Total	Percent of All
A	Yes - Excellent	53	33.76%
B	Yes - Good	29	18.47%
C	Yes - Adequate	4	2.548%
D	No - Poor	1	0.6369%
E	Not Answered	70	44.59%

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

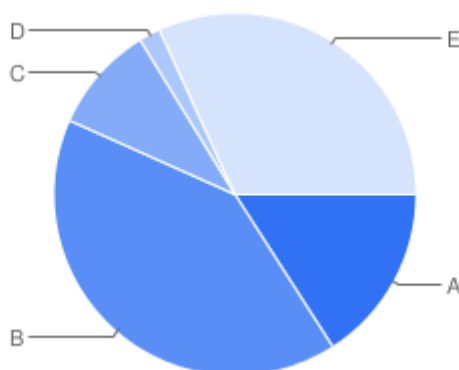
Table of "Q14"



Key	Option	Total	Percent of All
A	Yes - Excellent	50	31.85%
B	Yes - Good	42	26.75%
C	Yes - Adequate	1	0.6369%
D	No - Poor	0	0%
E	Not Answered	64	40.76%

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

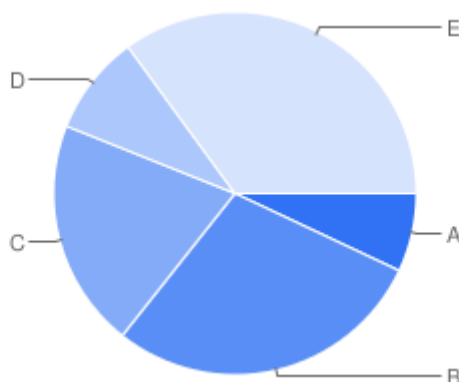
Table of "Q15"



Key	Option	Total	Percent of All
A	Yes - Excellent	25	15.92%
B	Yes - Good	64	40.76%
C	Yes - Adequate	15	9.554%
D	No - Poor	3	1.911%
E	Not Answered	50	31.85%

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

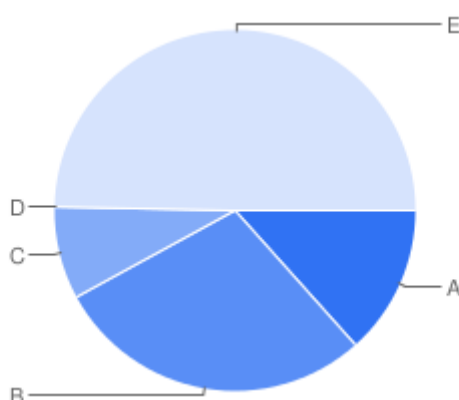
Table of "Q16"



Key	Option	Total	Percent of All
A	Yes - Excellent	11	7.006%
B	Yes - Good	45	28.66%
C	Yes - Adequate	32	20.38%
D	No - Poor	14	8.917%
E	Not Answered	55	35.03%

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"



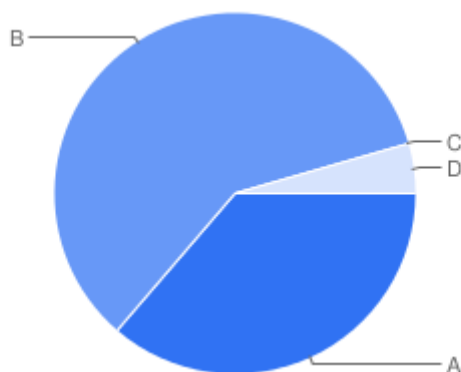
Key	Option	Total	Percent of All
A	Yes - Excellent	21	13.38%
B	Yes - Good	45	28.66%
C	Yes - Adequate	13	8.280%
D	No - Poor	0	0%
E	Not Answered	78	49.68%

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 **67** 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"

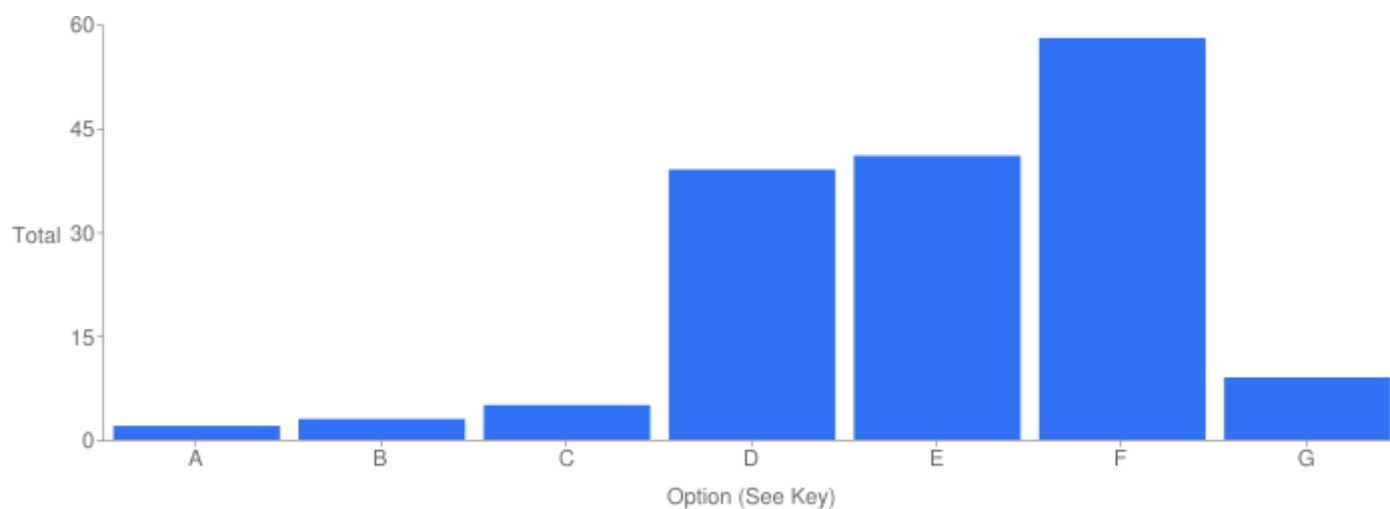


Key	Option	Total	Percent of All
A	Male	57	36.31%
B	Female	93	59.24%
C	Transgender	0	0%
D	Not Answered	7	4.459%

There are no responses to this part of the question.

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

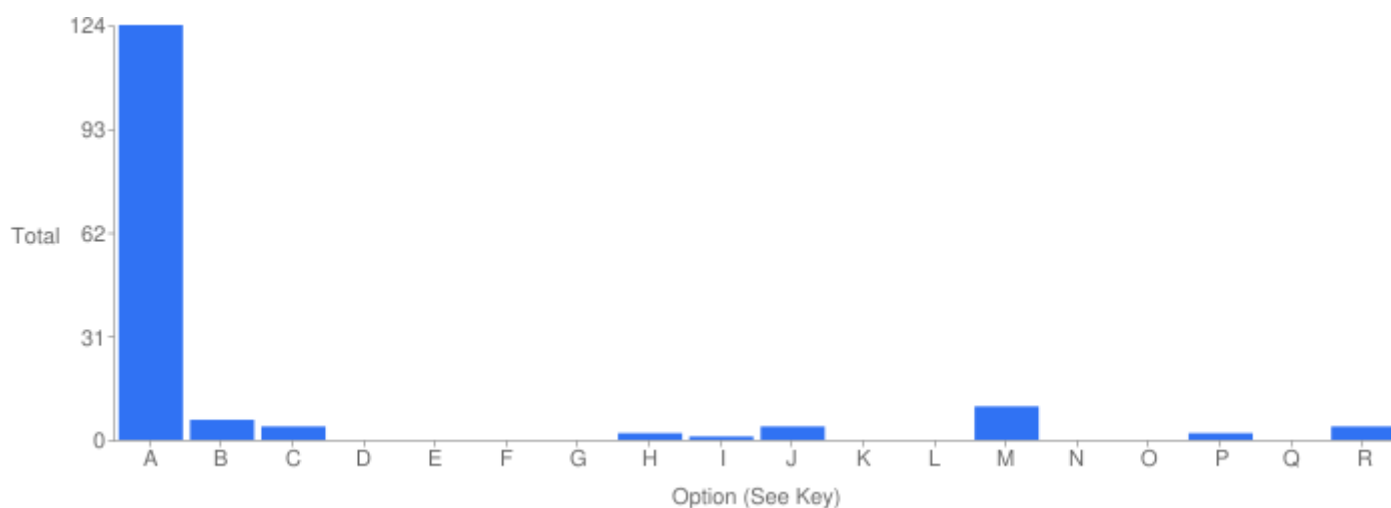
Table of "Q20"



Key	Option	Total	Percent of All
A	Under 25	2	1.274%
B	26 - 34	3	1.911%
C	35 - 44	5	3.185%
D	45 - 54	39	24.84%
E	55 - 64	41	26.11%
F	65+	58	36.94%
G	Not Answered	9	5.732%

Question 22: Are you?

Table of "Q21"

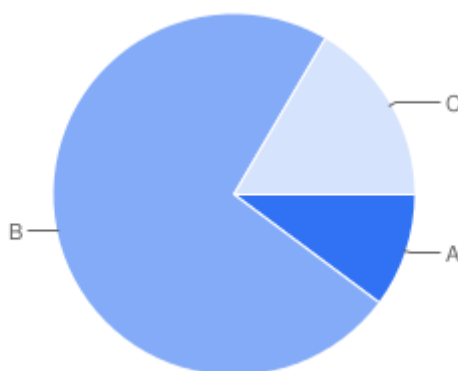


Key	Option	Total	Percent of All
A	White British	124	78.98%
B	White	6	3.822%
C	Any other white background	4	2.548%
D	White and Black Caribbean	0	0%

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	2	1.274%
I	Sikh	1	0.6369%
J	Pakistani	4	2.548%
K	Bangladeshi	0	0%
L	Any other Asian background	0	0%
M	Caribbean	10	6.369%
N	African	0	0%
O	Any other Black background	0	0%
P	Chinese	2	1.274%
Q	Other	0	0%
R	Not Answered	4	2.548%

Question 23: Do you have a disability?

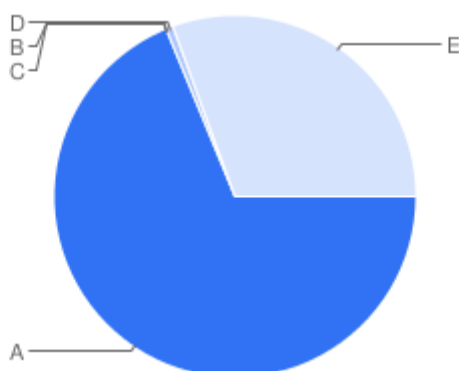
Table of "Q22"



Key	Option	Total	Percent of All
A	Yes	16	10.19%
B	No	115	73.25%
C	Not Answered	26	16.56%

Question 24: Sexual Orientation, are you?

Table of "Q23"



Key	Option	Total	Percent of All
A	Heterosexual/Straight	108	68.79%
B	Gay	0	0%
C	Lesbian	0	0%
D	Bisexual	1	0.6369%
E	Not Answered	48	30.57%