

Bereavement Services Service User Questionnaire 2015 (Quarter 4): Summary report

This report was created on Tuesday 05 January 2016 at 09:45.

The consultation ran from 01/10/2015 to 31/12/2015.

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Question 1: What is your name?

Name

There were **28** responses to this part of the question.

Question 2: What is your email address?

Email

There were **0** responses to this part of the question.

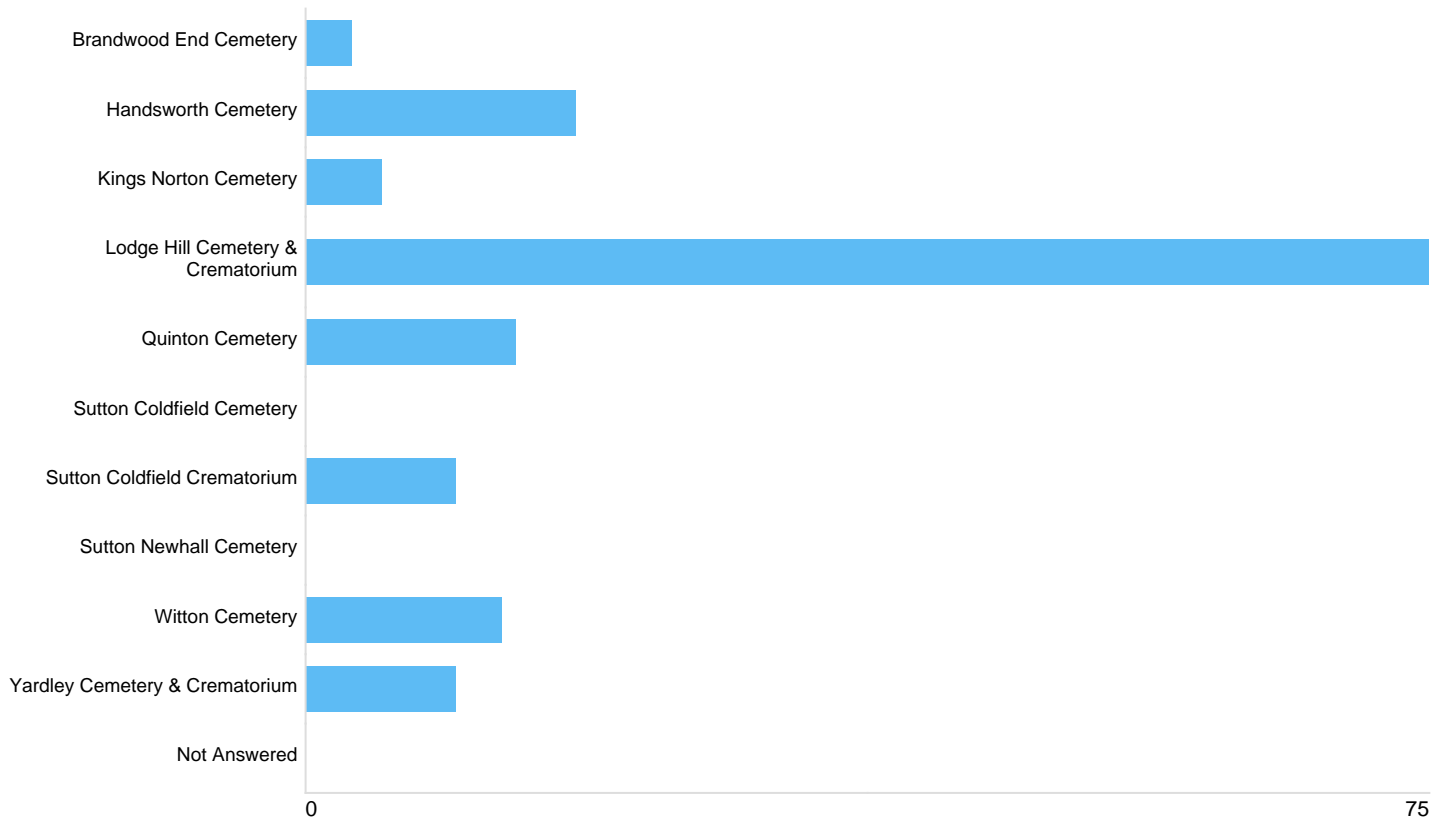
Question 3: What is your organisation?

Organisation

There were **0** responses to this part of the question.

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

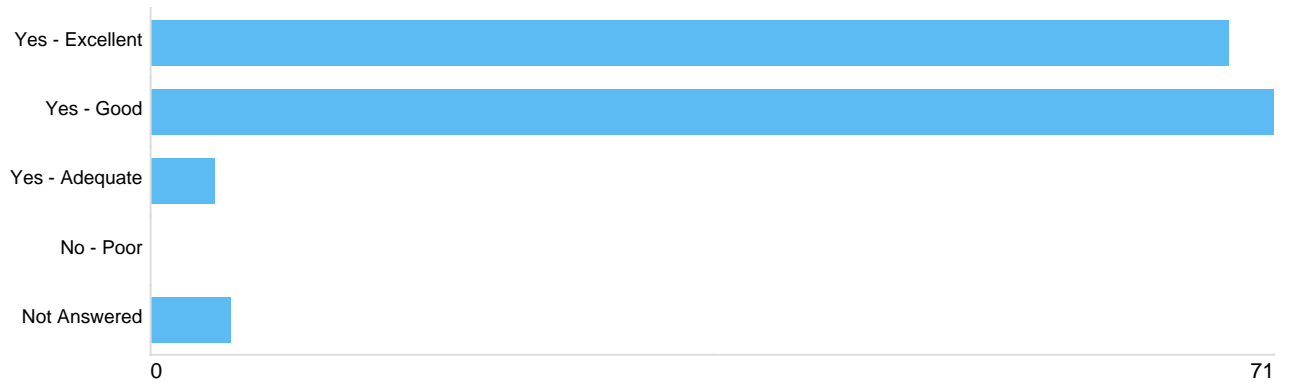
Q



Option	Total	Percent
Brandwood End Cemetery	3	2.03%
Handsworth Cemetery	18	12.16%
Kings Norton Cemetery	5	3.38%
Lodge Hill Cemetery & Crematorium	75	50.68%
Quinton Cemetery	14	9.46%
Sutton Coldfield Cemetery	0	0%
Sutton Coldfield Crematorium	10	6.76%
Sutton Newhall Cemetery	0	0%
Witton Cemetery	13	8.78%
Yardley Cemetery & Crematorium	10	6.76%
Not Answered	0	0%

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

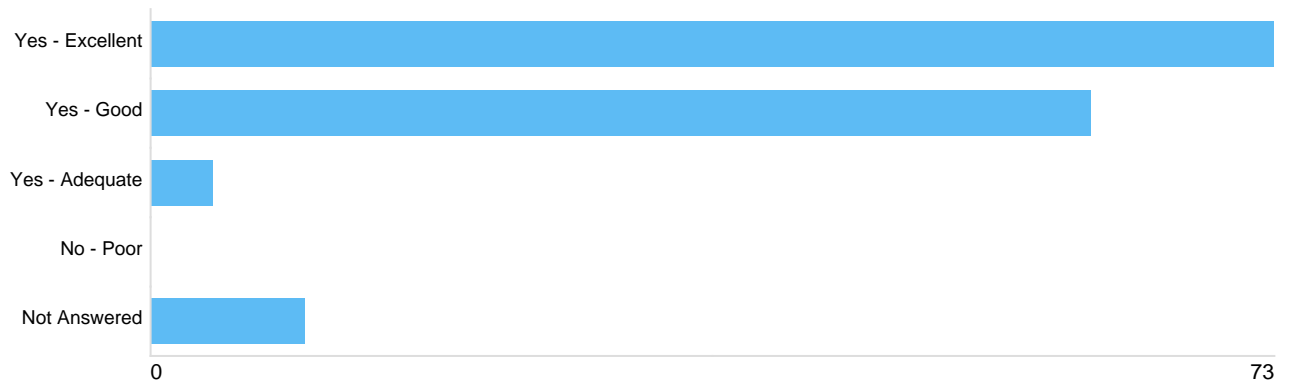
Q4



Option	Total	Percent
Yes - Excellent	68	45.95%
Yes - Good	71	47.97%
Yes - Adequate	4	2.70%
No - Poor	0	0%
Not Answered	5	3.38%

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

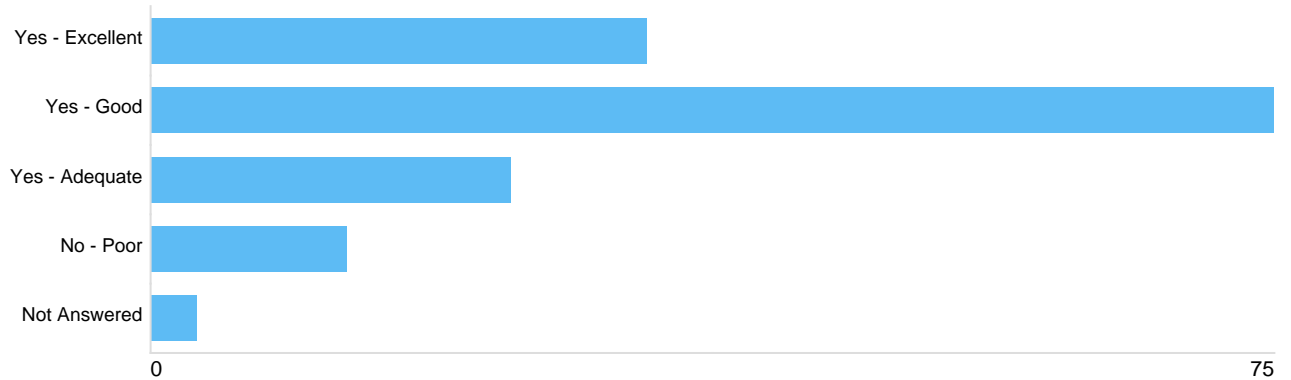
Q5



Option	Total	Percent
Yes - Excellent	73	49.32%
Yes - Good	61	41.22%
Yes - Adequate	4	2.70%
No - Poor	0	0%
Not Answered	10	6.76%

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

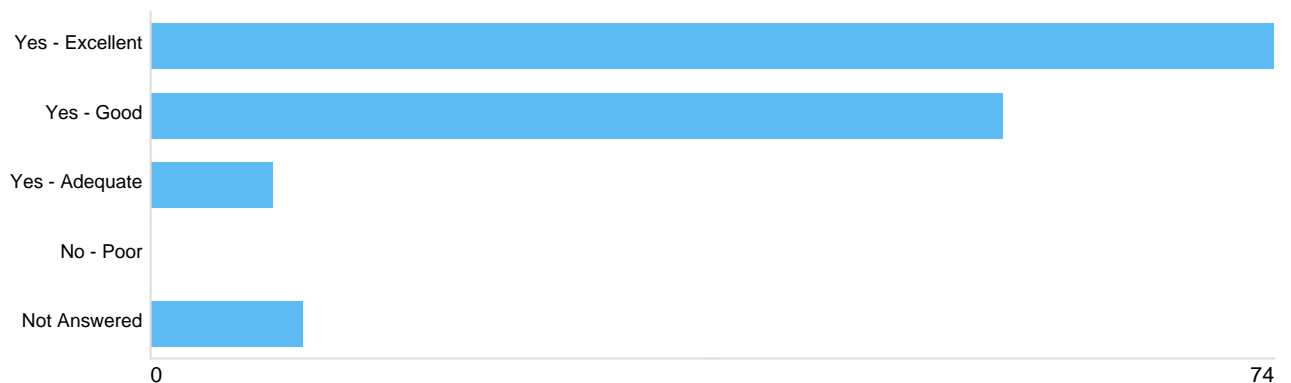
Q6



Option	Total	Percent
Yes - Excellent	33	22.30%
Yes - Good	75	50.68%
Yes - Adequate	24	16.22%
No - Poor	13	8.78%
Not Answered	3	2.03%

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

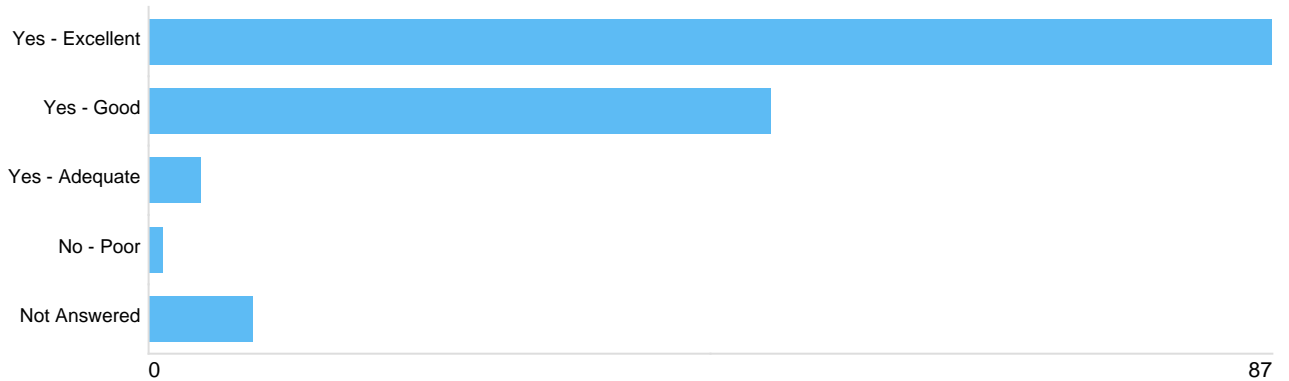
Q7



Option	Total	Percent
Yes - Excellent	74	50.00%
Yes - Good	56	37.84%
Yes - Adequate	8	5.41%
No - Poor	0	0%
Not Answered	10	6.76%

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

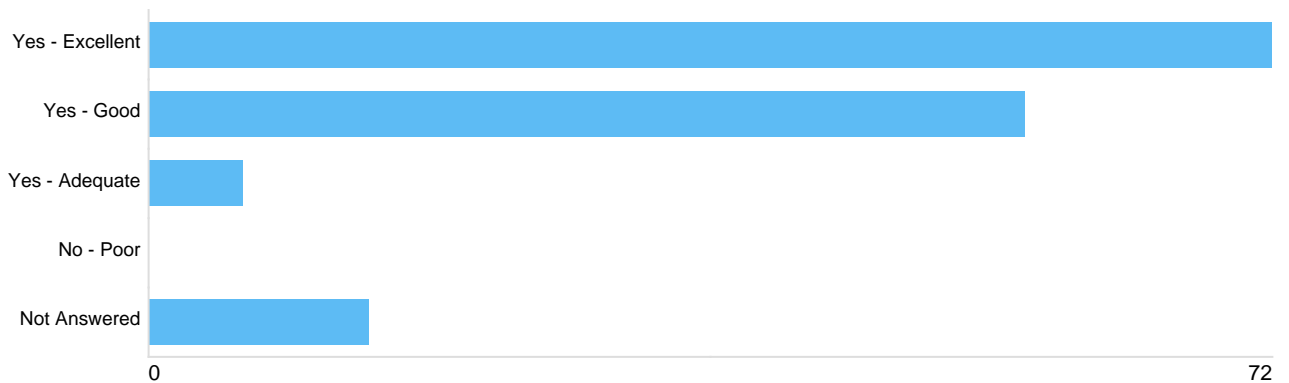
Q8



Option	Total	Percent
Yes - Excellent	87	58.78%
Yes - Good	48	32.43%
Yes - Adequate	4	2.70%
No - Poor	1	0.68%
Not Answered	8	5.41%

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

Q9



Option	Total	Percent
Yes - Excellent	72	48.65%
Yes - Good	56	37.84%
Yes - Adequate	6	4.05%
No - Poor	0	0%
Not Answered	14	9.46%

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

Q10



Option	Total	Percent
Yes - Excellent	34	22.97%
Yes - Good	18	12.16%
Yes - Adequate	1	0.68%
No - Poor	0	0%
Not Answered	95	64.19%

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

Q11



Option	Total	Percent
Yes - Excellent	26	17.57%
Yes - Good	19	12.84%
Yes - Adequate	4	2.70%
No - Poor	2	1.35%
Not Answered	97	65.54%

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

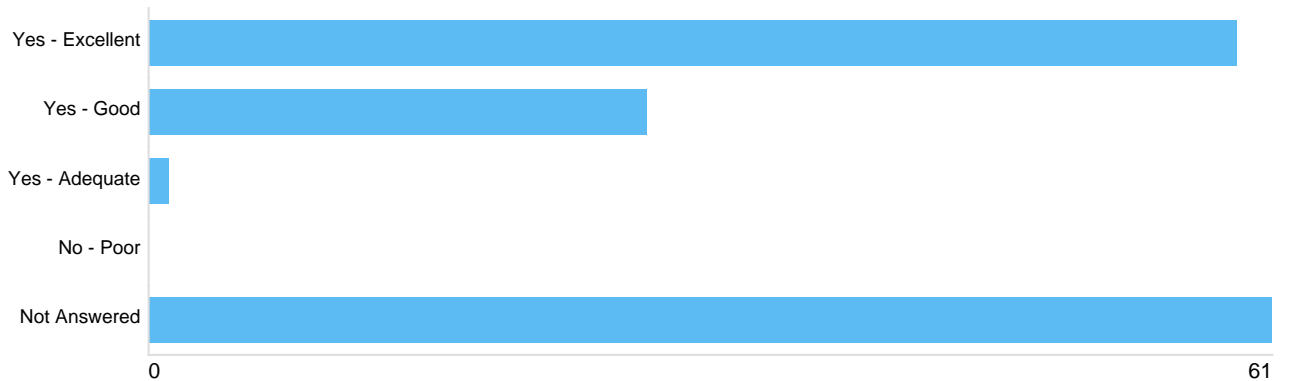
Q12



Option	Total	Percent
Yes - Excellent	76	51.35%
Yes - Good	20	13.51%
Yes - Adequate	0	0%
No - Poor	0	0%
Not Answered	52	35.14%

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

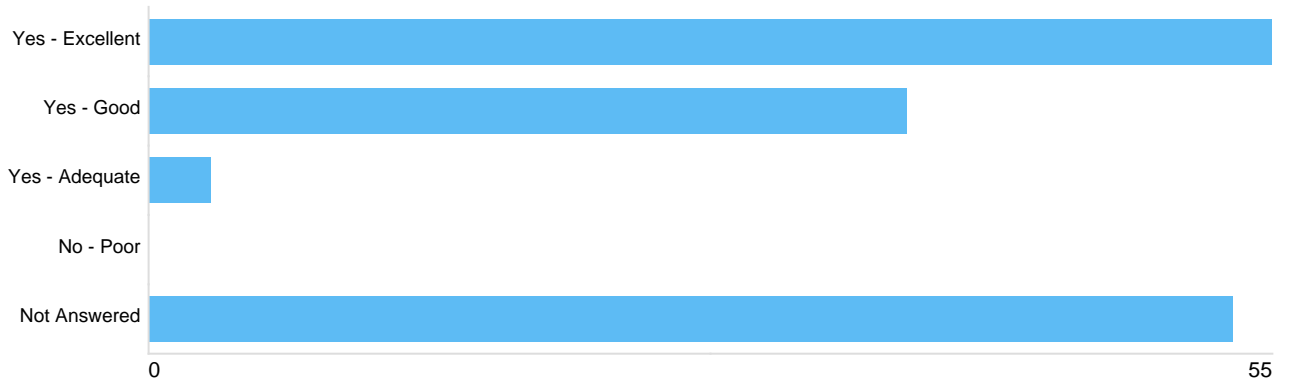
Q13



Option	Total	Percent
Yes - Excellent	59	39.86%
Yes - Good	27	18.24%
Yes - Adequate	1	0.68%
No - Poor	0	0%
Not Answered	61	41.22%

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

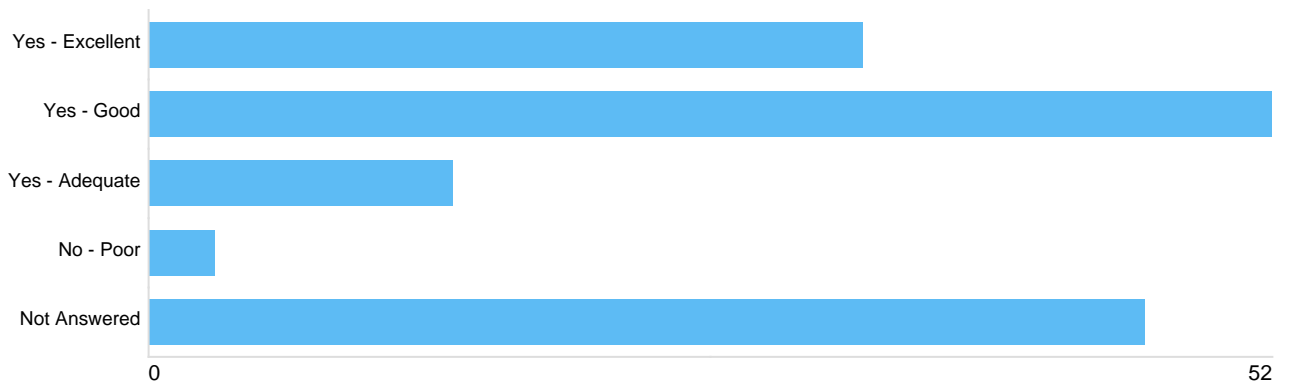
Q14



Option	Total	Percent
Yes - Excellent	55	37.16%
Yes - Good	37	25.00%
Yes - Adequate	3	2.03%
No - Poor	0	0%
Not Answered	53	35.81%

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

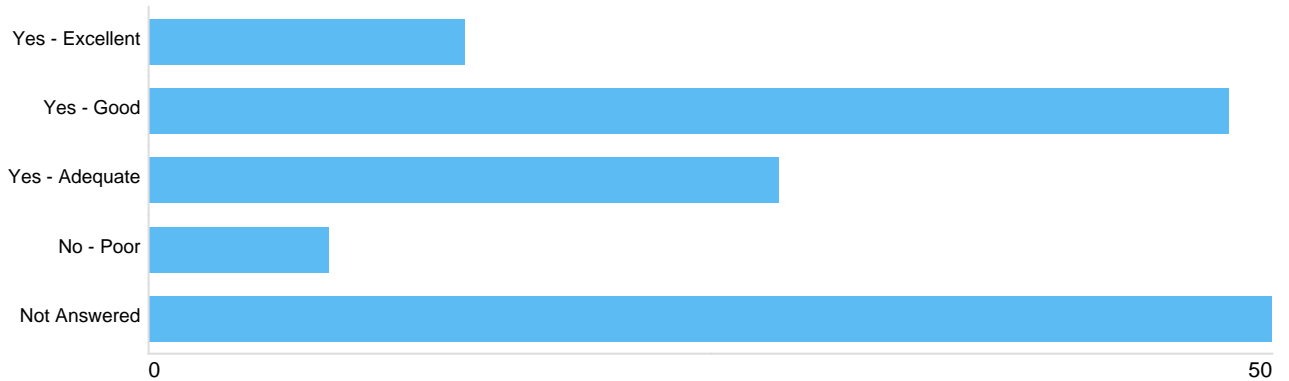
Q15



Option	Total	Percent
Yes - Excellent	33	22.30%
Yes - Good	52	35.14%
Yes - Adequate	14	9.46%
No - Poor	3	2.03%
Not Answered	46	31.08%

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

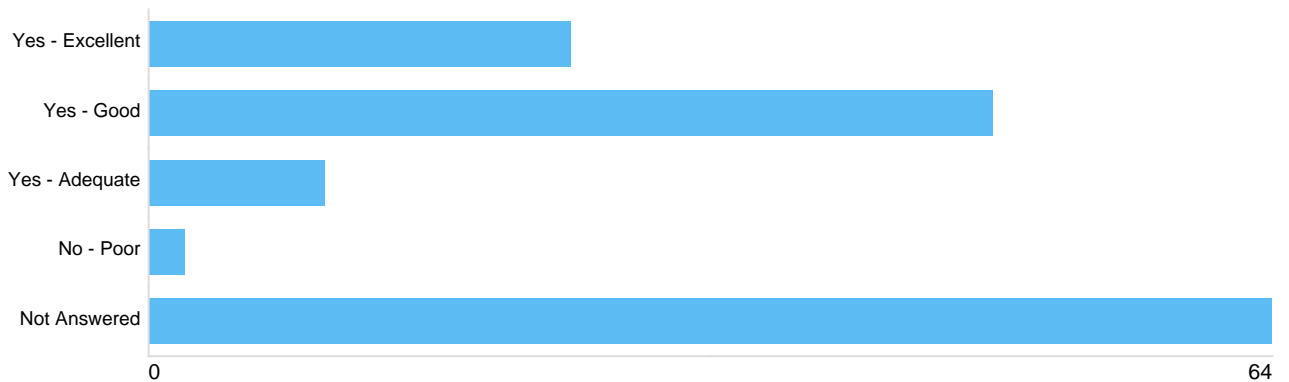
Q16



Option	Total	Percent
Yes - Excellent	14	9.46%
Yes - Good	48	32.43%
Yes - Adequate	28	18.92%
No - Poor	8	5.41%
Not Answered	50	33.78%

Question 18: Memorialisation: Are you satisfied with the choice of cremation memorials provided? If no please provide further details in comments below.

Q17



Option	Total	Percent
Yes - Excellent	24	16.22%
Yes - Good	48	32.43%
Yes - Adequate	10	6.76%
No - Poor	2	1.35%
Not Answered	64	43.24%

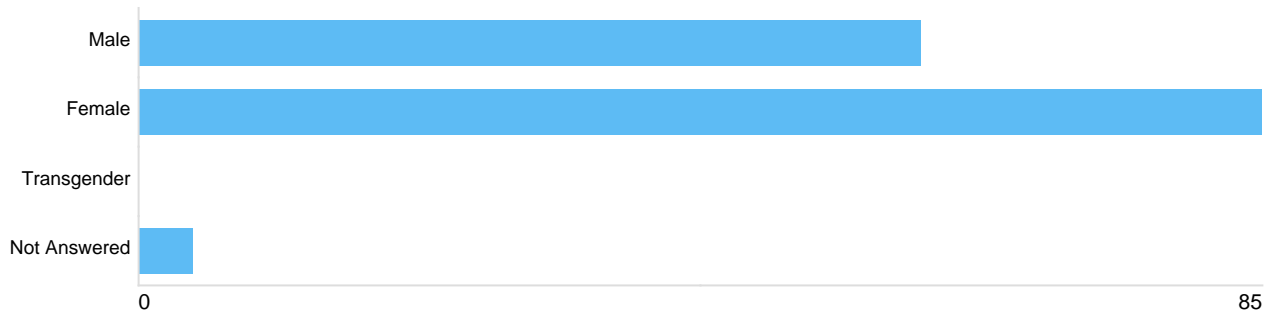
Question 19: We will do everything practicable to ensure that the service provided by Bereavement Services is satisfactory and meet our Service Users requirements. Please tell us below your comments/suggestions relating to the service. If there are any queries or issues that you would like a formal response to, please also provide the details of the funeral along with your name and address in order that we may investigate and respond.

Q18

There were **47** 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?

Q19



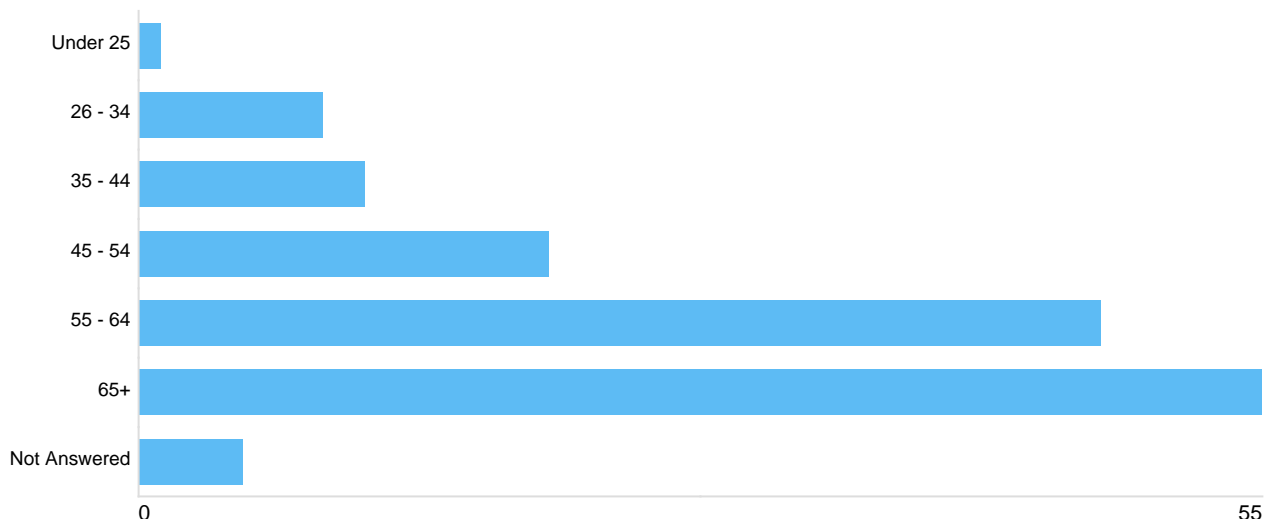
Option	Total	Percent
Male	59	39.86%
Female	85	57.43%
Transgender	0	0%
Not Answered	4	2.70%

Q19

There were **0** responses to this part of the question.

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

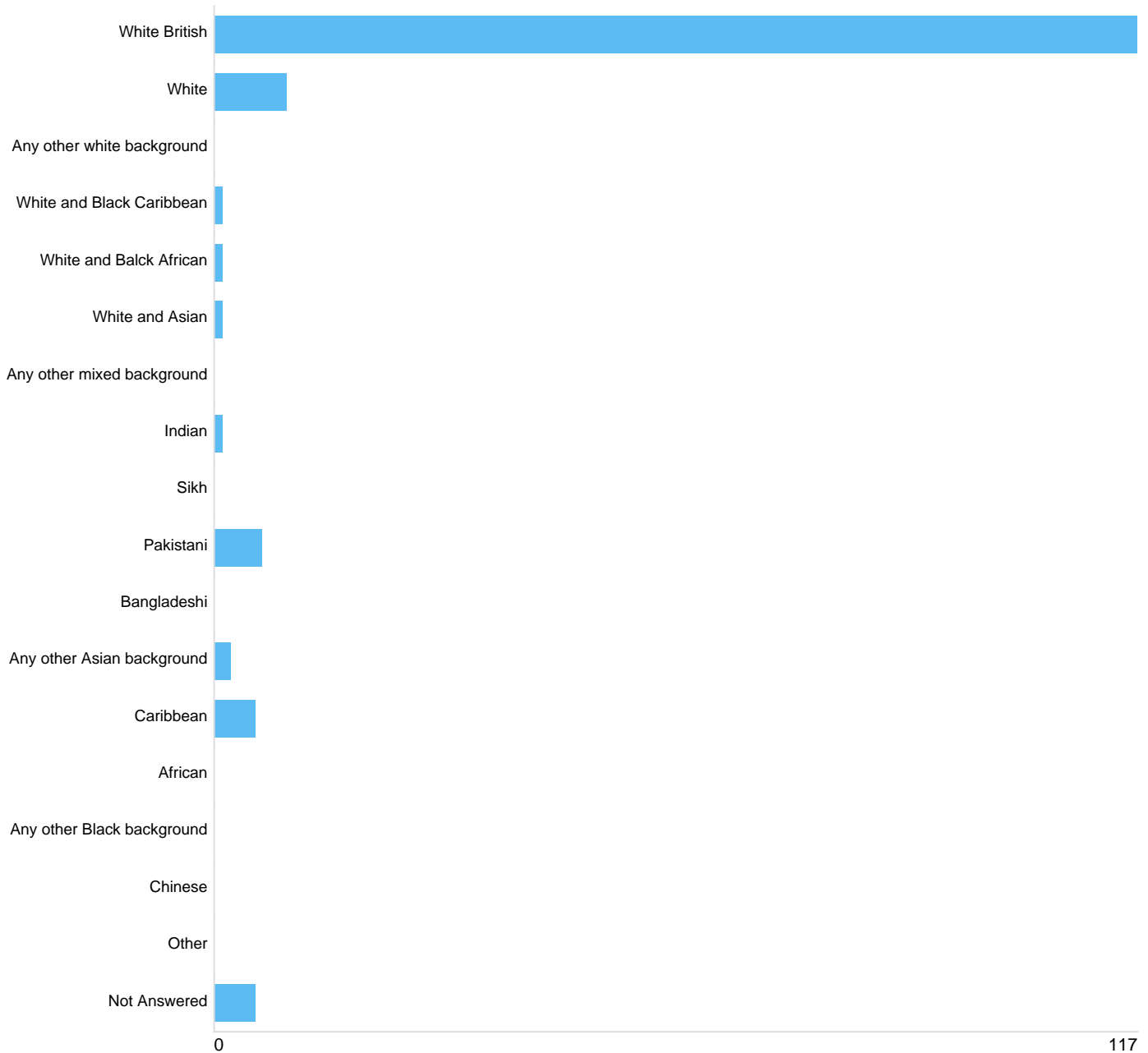
Q20



Option	Total	Percent
Under 25	1	0.68%
26 - 34	9	6.08%
35 - 44	11	7.43%
45 - 54	20	13.51%
55 - 64	47	31.76%
65+	55	37.16%
Not Answered	5	3.38%

Question 22: Are you?

Q21



Option	Total	Percent
White British	117	79.05%
White	9	6.08%
Any other white background	0	0%
White and Black Caribbean	1	0.68%
White and Balck African	1	0.68%
White and Asian	1	0.68%
Any other mixed background	0	0%
Indian	1	0.68%
Sikh	0	0%
Pakistani	6	4.05%
Bangladeshi	0	0%
Any other Asian background	2	1.35%
Caribbean	5	3.38%
African	0	0%
Any other Black background	0	0%
Chinese	0	0%
Other	0	0%
Not Answered	5	3.38%

Question 23: Do you have a disability?

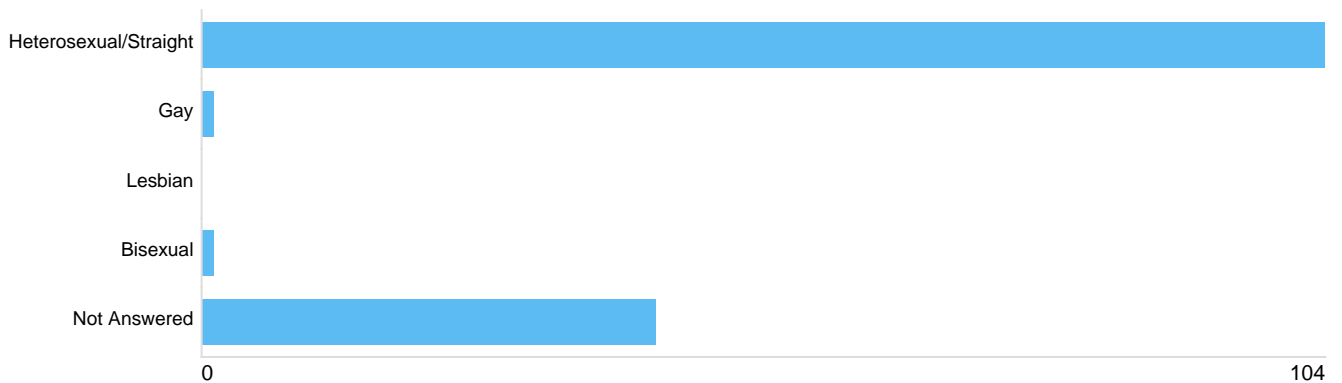
Q22



Option	Total	Percent
Yes	14	9.46%
No	108	72.97%
Not Answered	26	17.57%

Question 24: Sexual Orientation, are you?

Q23





Option	Total	Percent
Heterosexual/Straight	104	70.27%
Gay	1	0.68%
Lesbian	0	0%
Bisexual	1	0.68%
Not Answered	42	28.38%