

Bereavement Services Service User Questionnaire 2016 (Quarter 1): Summary report

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The consultation ran from 01/01/2016 to 31/03/2016.

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Question 1: What is your name?

Name

There were **81** responses to this part of the question.

Question 2: What is your email address?

Email

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

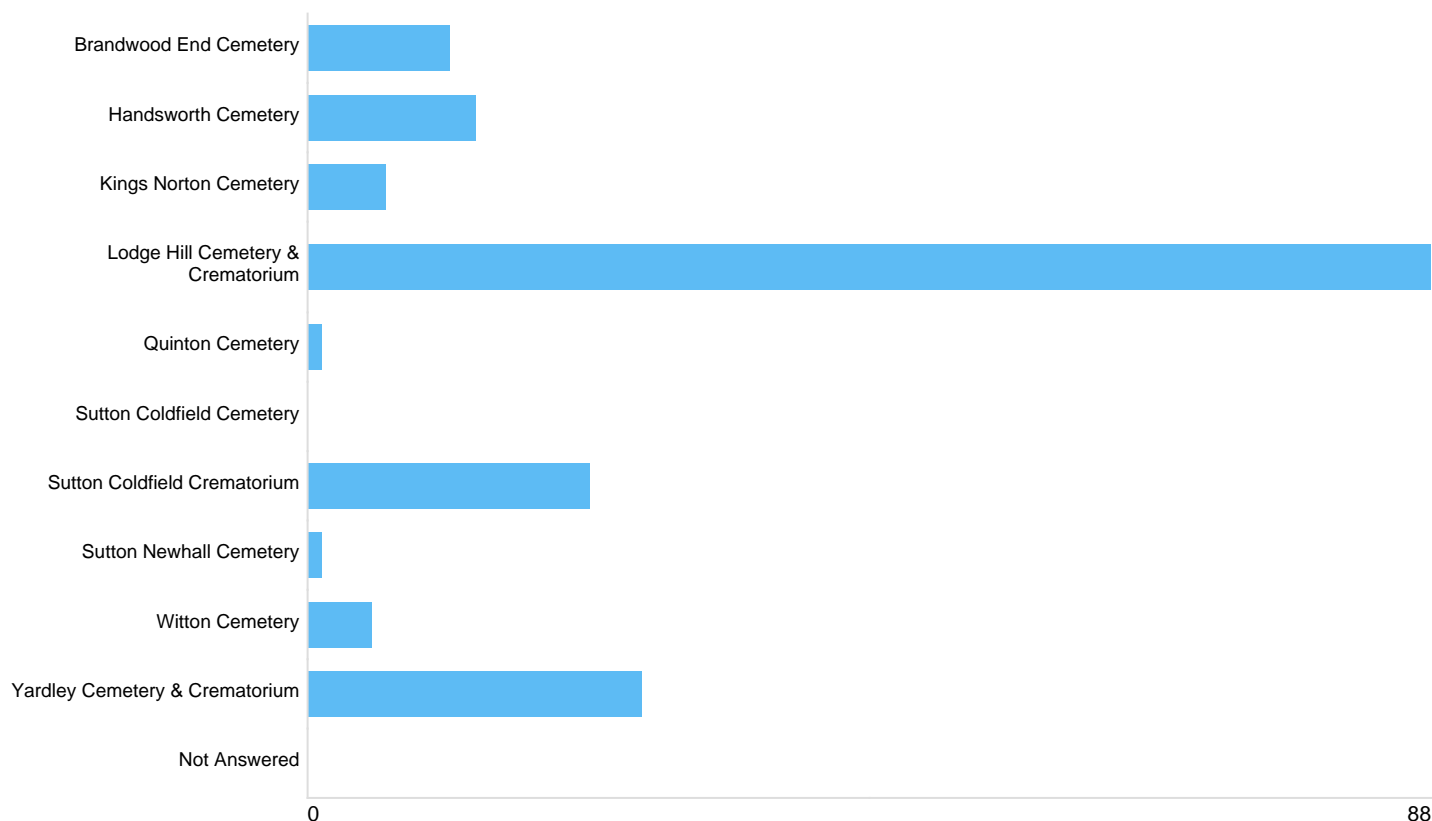
Question 3: What is your organisation?

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?

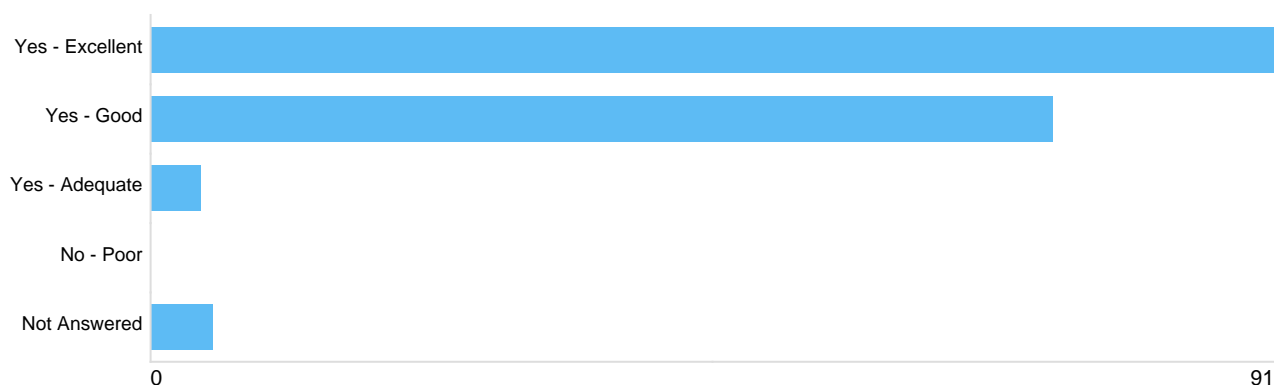
Q



Option	Total	Percent
Brandwood End Cemetery	11	6.36%
Handsworth Cemetery	13	7.51%
Kings Norton Cemetery	6	3.47%
Lodge Hill Cemetery & Crematorium	88	50.87%
Quinton Cemetery	1	0.58%
Sutton Coldfield Cemetery	0	0%
Sutton Coldfield Crematorium	22	12.72%
Sutton Newhall Cemetery	1	0.58%
Witton Cemetery	5	2.89%
Yardley Cemetery & Crematorium	26	15.03%
Not Answered	0	0%

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

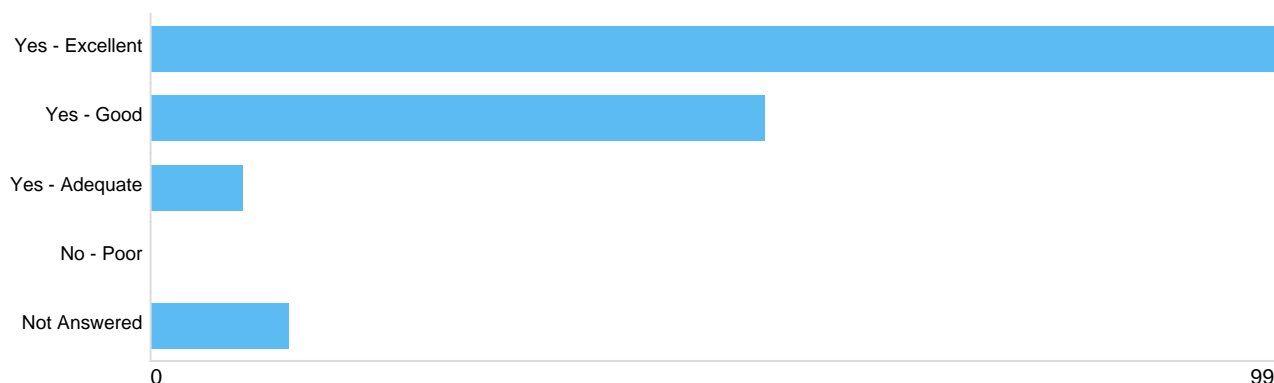
Q4



Option	Total	Percent
Yes - Excellent	91	52.60%
Yes - Good	73	42.20%
Yes - Adequate	4	2.31%
No - Poor	0	0%
Not Answered	5	2.89%

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

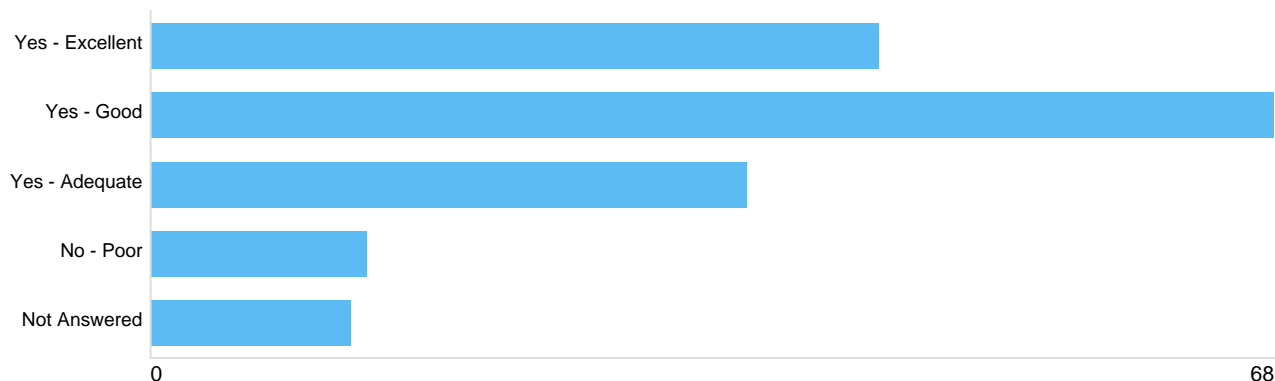
Q5



Option	Total	Percent
Yes - Excellent	99	57.23%
Yes - Good	54	31.21%
Yes - Adequate	8	4.62%
No - Poor	0	0%
Not Answered	12	6.94%

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

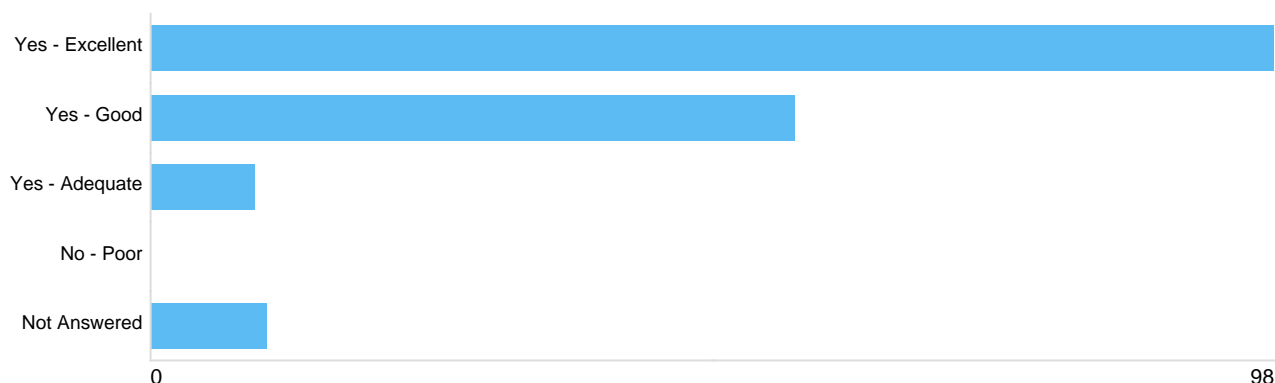
Q6



Option	Total	Percent
Yes - Excellent	44	25.43%
Yes - Good	68	39.31%
Yes - Adequate	36	20.81%
No - Poor	13	7.51%
Not Answered	12	6.94%

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

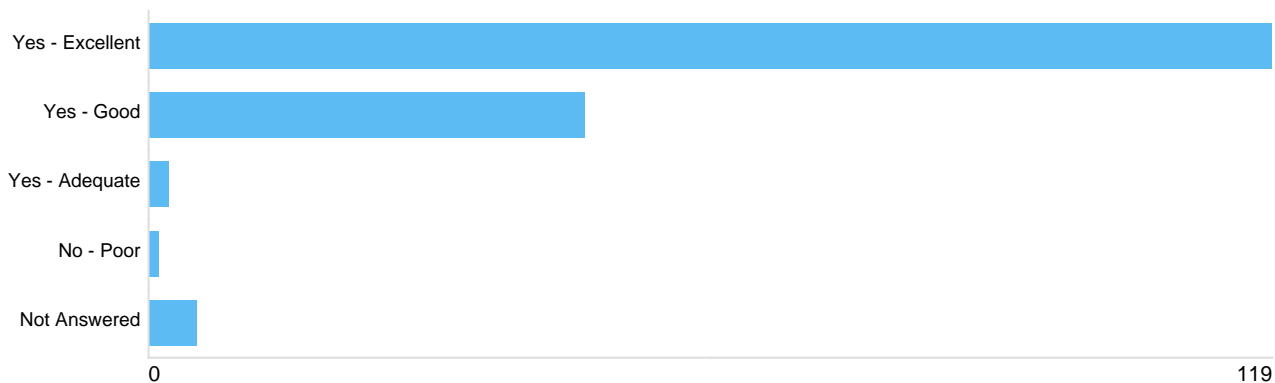
Q7



Option	Total	Percent
Yes - Excellent	98	56.65%
Yes - Good	56	32.37%
Yes - Adequate	9	5.20%
No - Poor	0	0%
Not Answered	10	5.78%

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

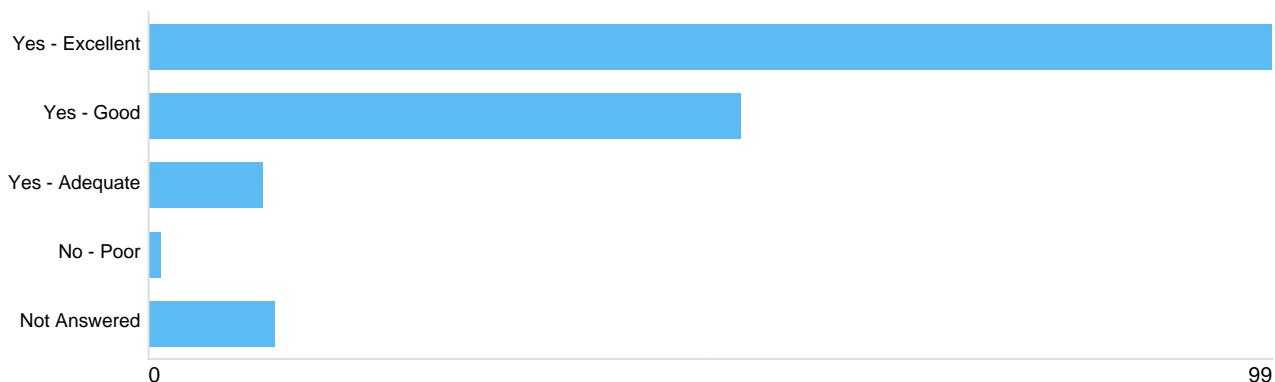
Q8



Option	Total	Percent
Yes - Excellent	119	68.79%
Yes - Good	46	26.59%
Yes - Adequate	2	1.16%
No - Poor	1	0.58%
Not Answered	5	2.89%

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

Q9



Option	Total	Percent
Yes - Excellent	99	57.23%
Yes - Good	52	30.06%
Yes - Adequate	10	5.78%
No - Poor	1	0.58%
Not Answered	11	6.36%

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

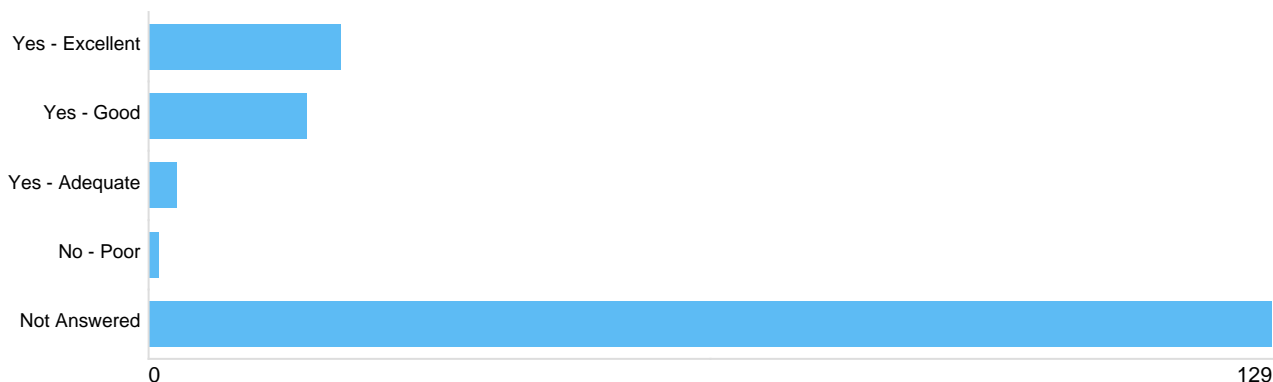
Q10



Option	Total	Percent
Yes - Excellent	26	15.03%
Yes - Good	11	6.36%
Yes - Adequate	1	0.58%
No - Poor	1	0.58%
Not Answered	134	77.46%

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

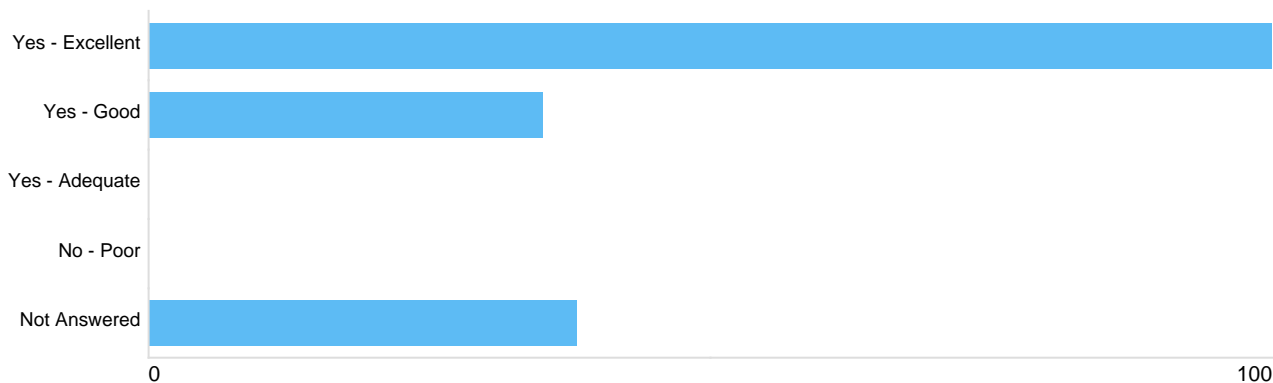
Q11



Option	Total	Percent
Yes - Excellent	22	12.72%
Yes - Good	18	10.40%
Yes - Adequate	3	1.73%
No - Poor	1	0.58%
Not Answered	129	74.57%

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

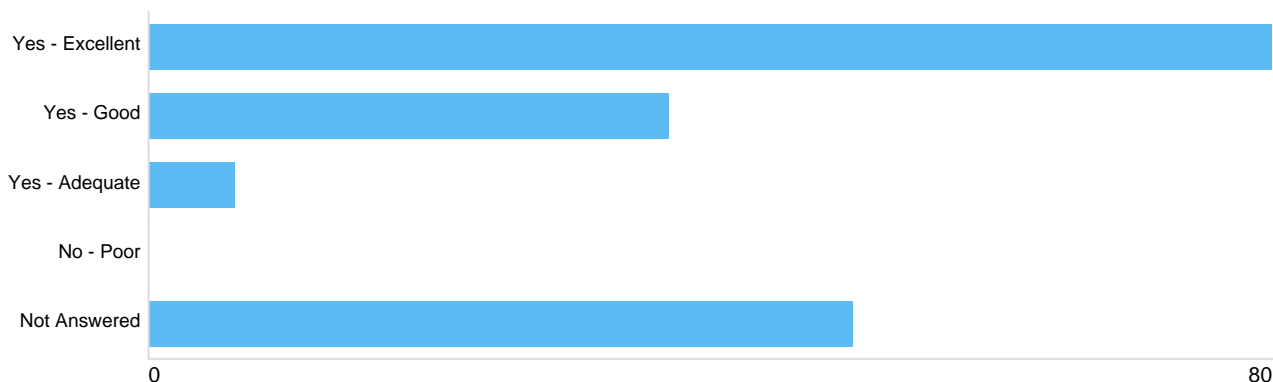
Q12



Option	Total	Percent
Yes - Excellent	100	57.80%
Yes - Good	35	20.23%
Yes - Adequate	0	0%
No - Poor	0	0%
Not Answered	38	21.97%

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

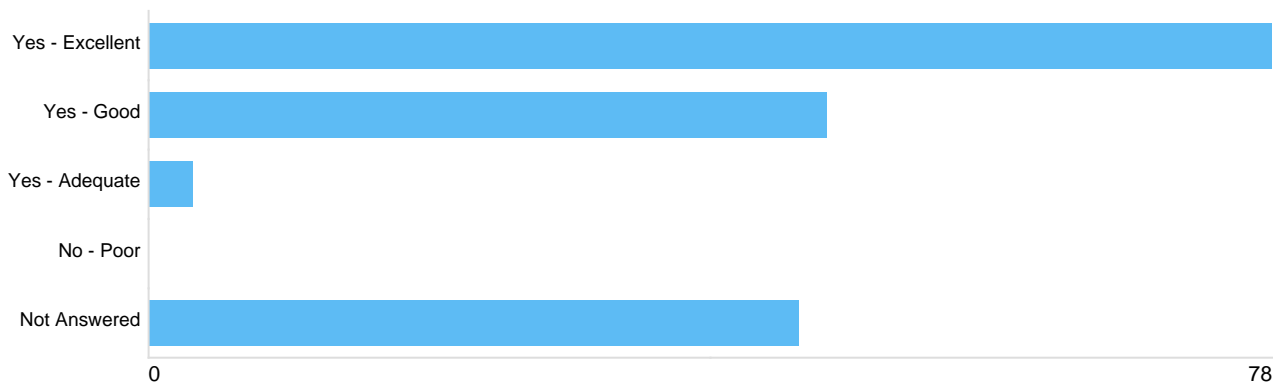
Q13



Option	Total	Percent
Yes - Excellent	80	46.24%
Yes - Good	37	21.39%
Yes - Adequate	6	3.47%
No - Poor	0	0%
Not Answered	50	28.90%

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

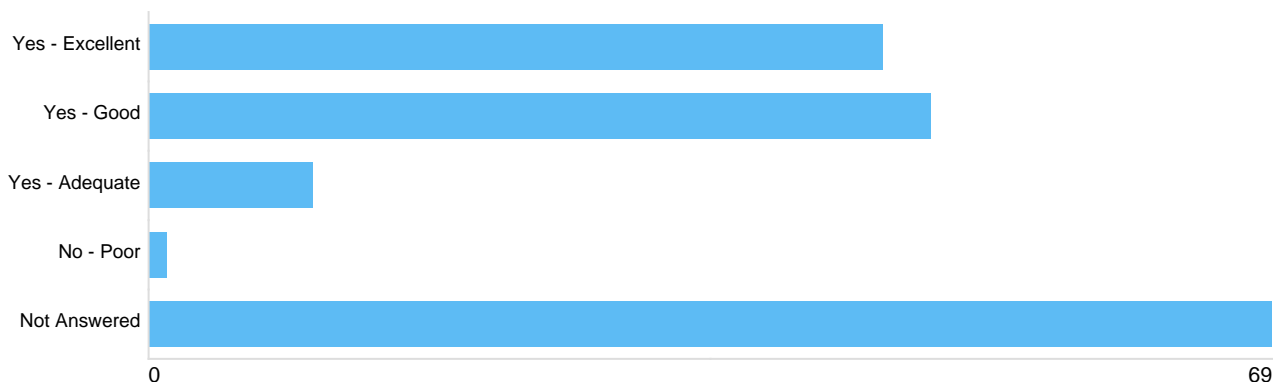
Q14



Option	Total	Percent
Yes - Excellent	78	45.09%
Yes - Good	47	27.17%
Yes - Adequate	3	1.73%
No - Poor	0	0%
Not Answered	45	26.01%

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

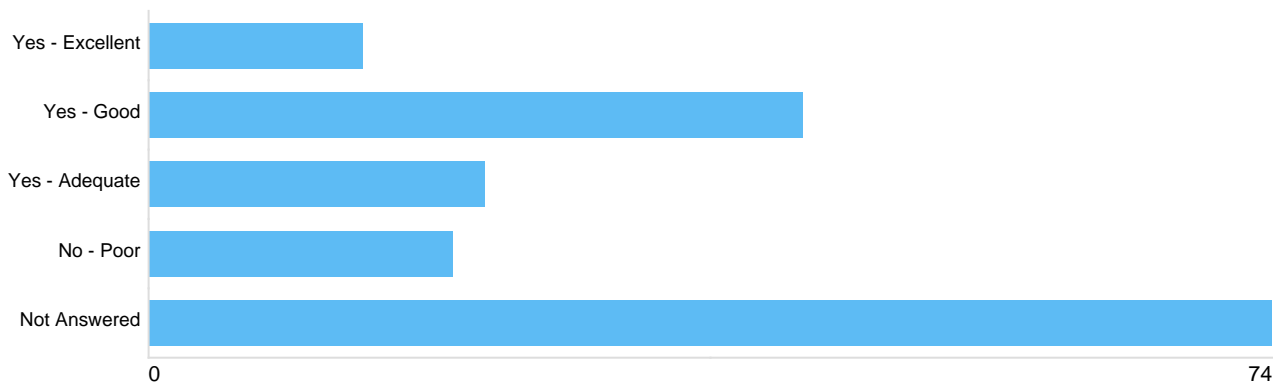
Q15



Option	Total	Percent
Yes - Excellent	45	26.01%
Yes - Good	48	27.75%
Yes - Adequate	10	5.78%
No - Poor	1	0.58%
Not Answered	69	39.88%

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

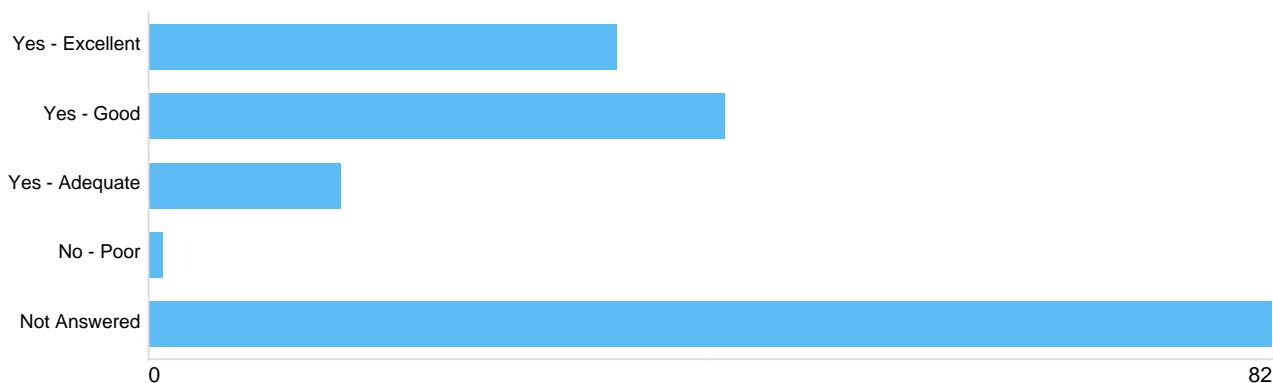
Q16



Option	Total	Percent
Yes - Excellent	14	8.09%
Yes - Good	43	24.86%
Yes - Adequate	22	12.72%
No - Poor	20	11.56%
Not Answered	74	42.77%

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	34	19.65%
Yes - Good	42	24.28%
Yes - Adequate	14	8.09%
No - Poor	1	0.58%
Not Answered	82	47.40%

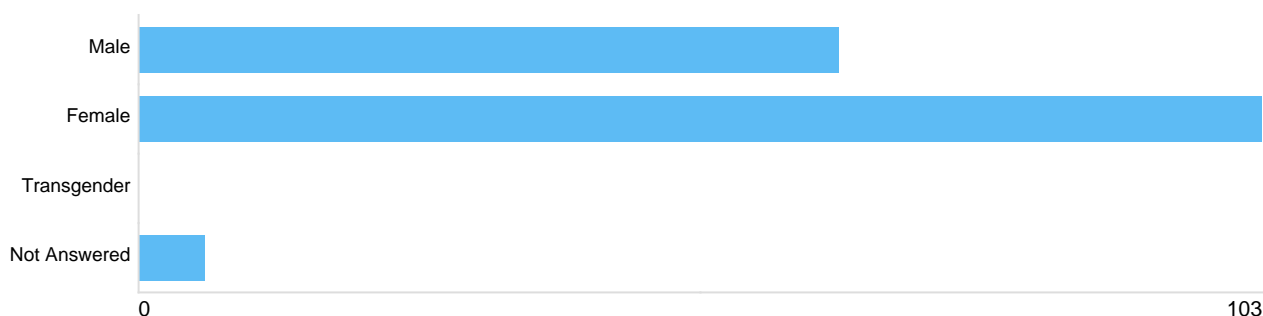
Question 19: We will do everything practicable to ensure that the service provided by Bereavement Services is satisfactory and meet our Service Users requirements. Please tell us below your comments/suggestions relating to the service. If there are any queries or issues that you would like a formal response 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 **66** 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



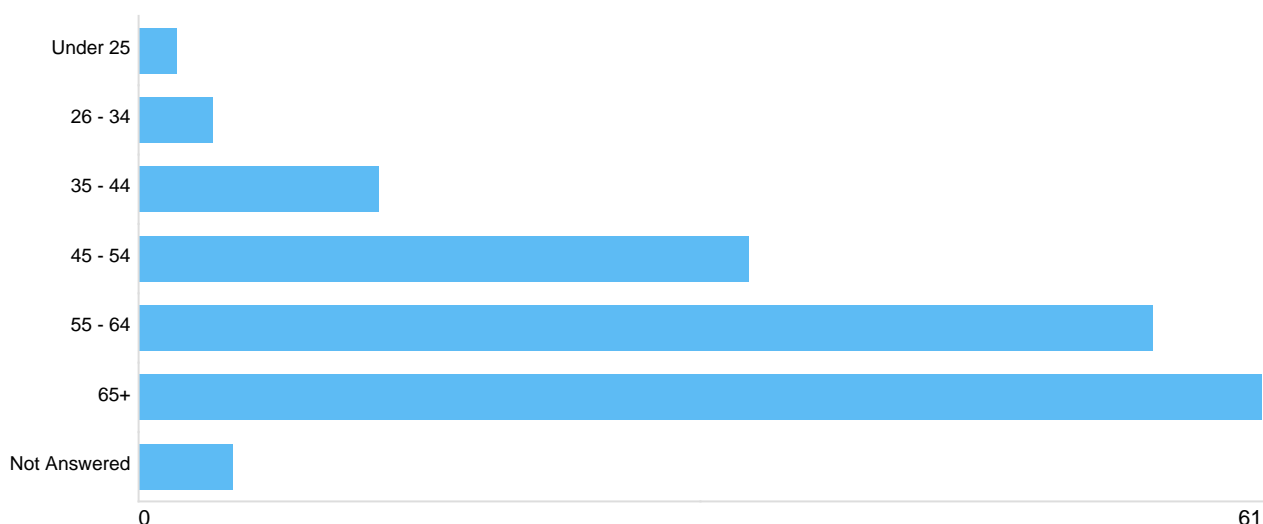
Option	Total	Percent
Male	64	36.99%
Female	103	59.54%
Transgender	0	0%
Not Answered	6	3.47%

Q19

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

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

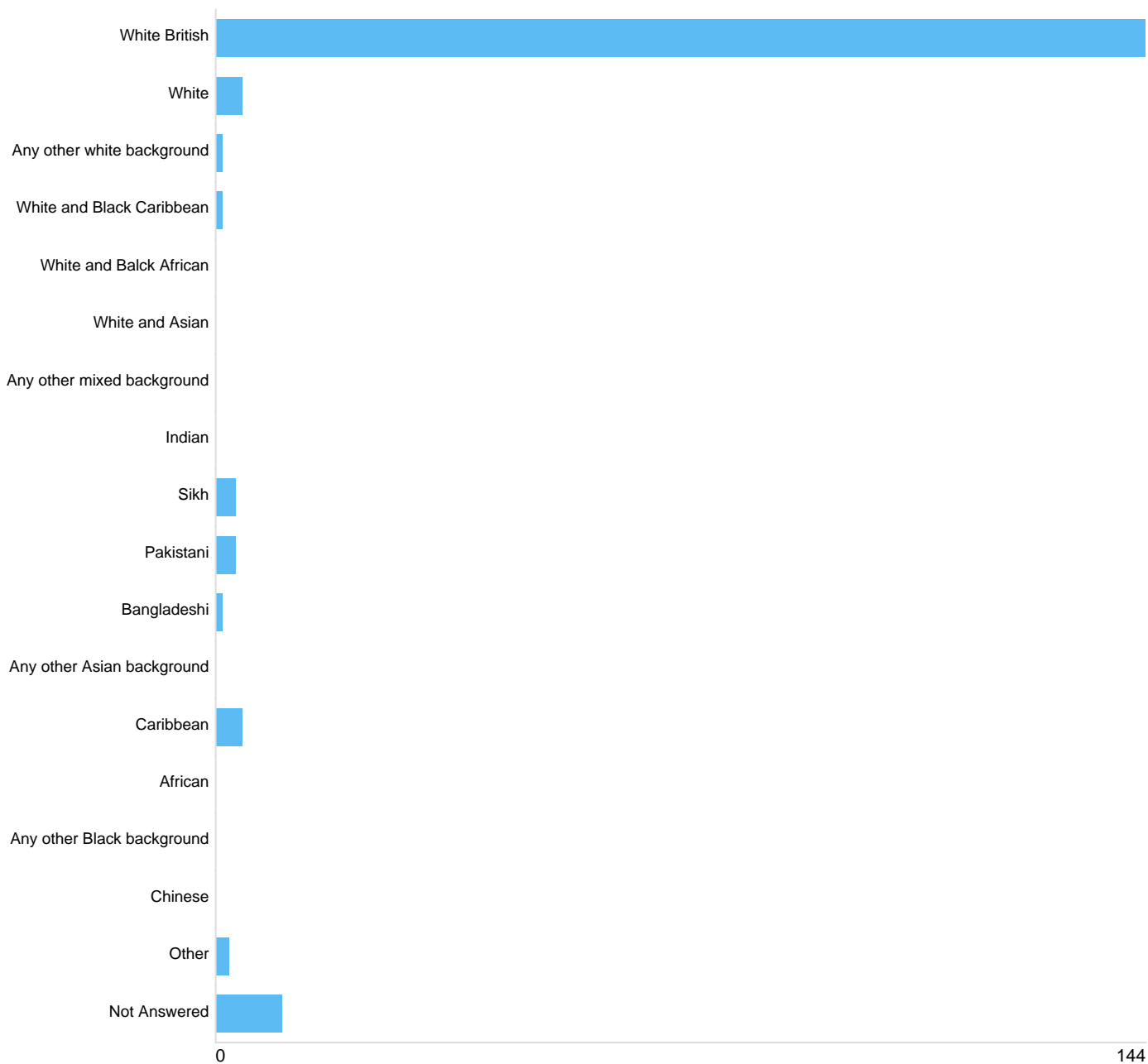
Q20



Option	Total	Percent
Under 25	2	1.16%
26 - 34	4	2.31%
35 - 44	13	7.51%
45 - 54	33	19.08%
55 - 64	55	31.79%
65+	61	35.26%
Not Answered	5	2.89%

Question 22: Are you?

Q21



Option	Total	Percent
White British	144	83.24%
White	4	2.31%
Any other white background	1	0.58%
White and Black Caribbean	1	0.58%
White and Balck African	0	0%
White and Asian	0	0%
Any other mixed background	0	0%
Indian	0	0%
Sikh	3	1.73%
Pakistani	3	1.73%
Bangladeshi	1	0.58%
Any other Asian background	0	0%
Caribbean	4	2.31%
African	0	0%
Any other Black background	0	0%
Chinese	0	0%
Other	2	1.16%
Not Answered	10	5.78%

Question 23: Do you have a disability?

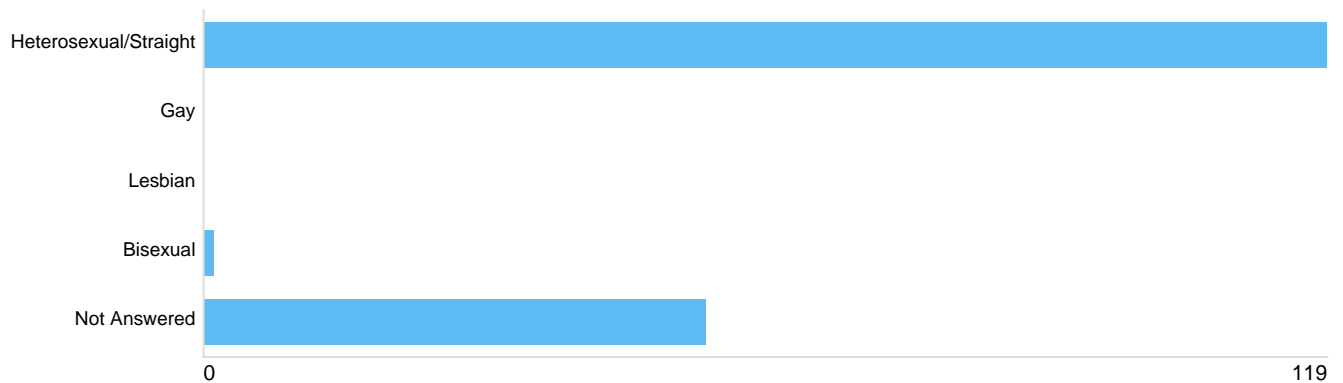
Q22



Option	Total	Percent
Yes	9	5.20%
No	131	75.72%
Not Answered	33	19.08%

Question 24: Sexual Orientation, are you?

Q23



Option	Total	Percent
Heterosexual/Straight	119	68.79%
Gay	0	0%
Lesbian	0	0%
Bisexual	1	0.58%
Not Answered	53	30.64%