

Bereavement Services Service User Questionnaire 2016 (Quarter 2): Summary report

This report was created on Friday 01 July 2016 at 10:18.

The consultation ran from 01/04/2016 to 30/06/2016.

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Question 1: What is your name?

Name

There were **106** responses to this part of the question.

Question 2: What is your email address?

Email

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

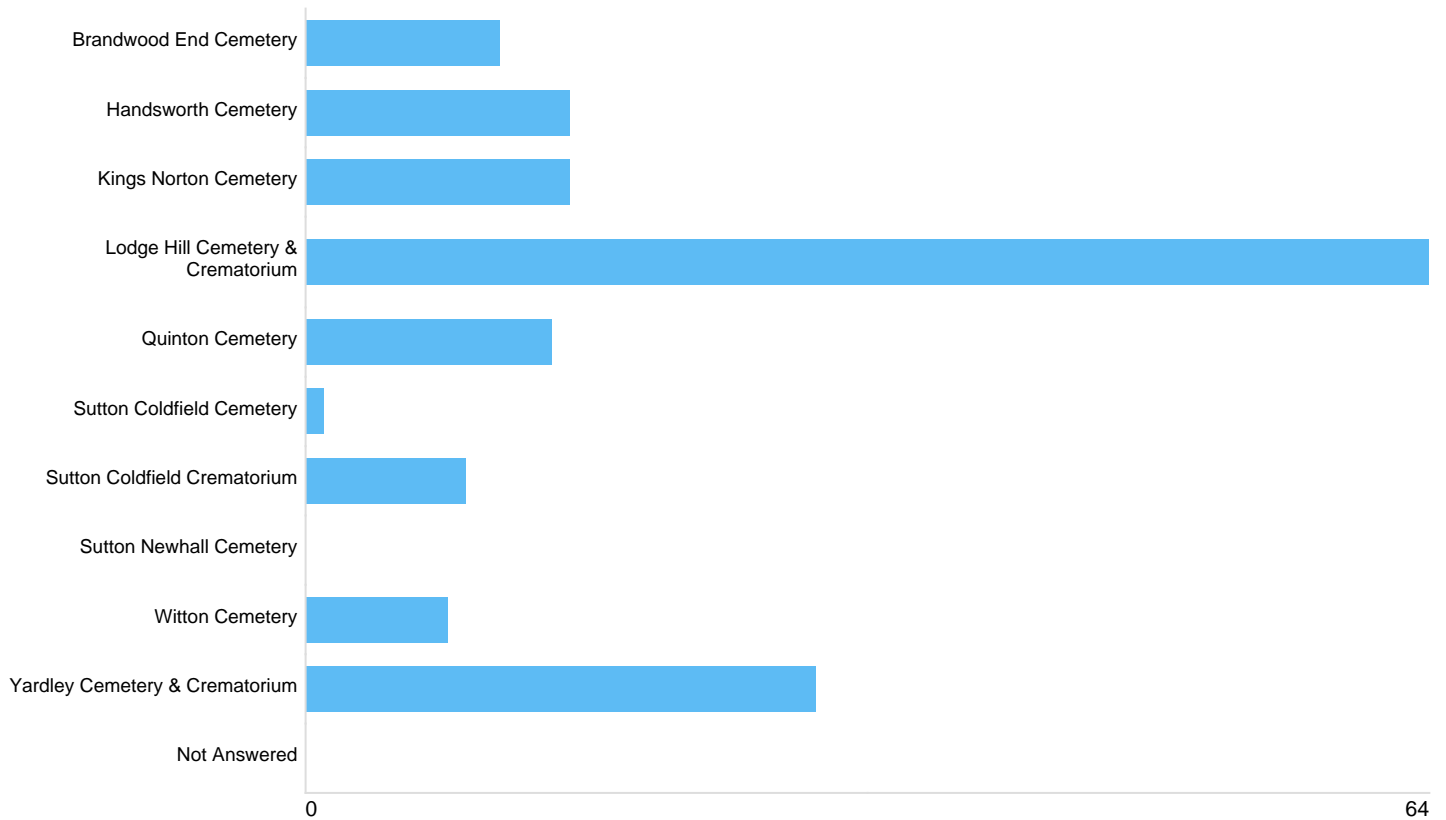
Question 3: What is your organisation?

Organisation

There were **2** responses to this part of the question.

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

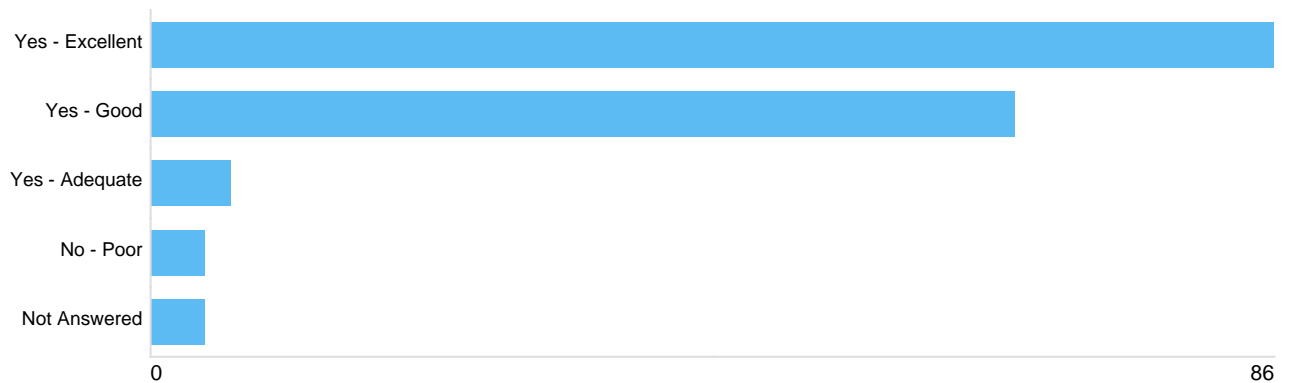
Q



Option	Total	Percent
Brandwood End Cemetery	11	6.63%
Handsworth Cemetery	15	9.04%
Kings Norton Cemetery	15	9.04%
Lodge Hill Cemetery & Crematorium	64	38.55%
Quinton Cemetery	14	8.43%
Sutton Coldfield Cemetery	1	0.60%
Sutton Coldfield Crematorium	9	5.42%
Sutton Newhall Cemetery	0	0%
Witton Cemetery	8	4.82%
Yardley Cemetery & Crematorium	29	17.47%
Not Answered	0	0%

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

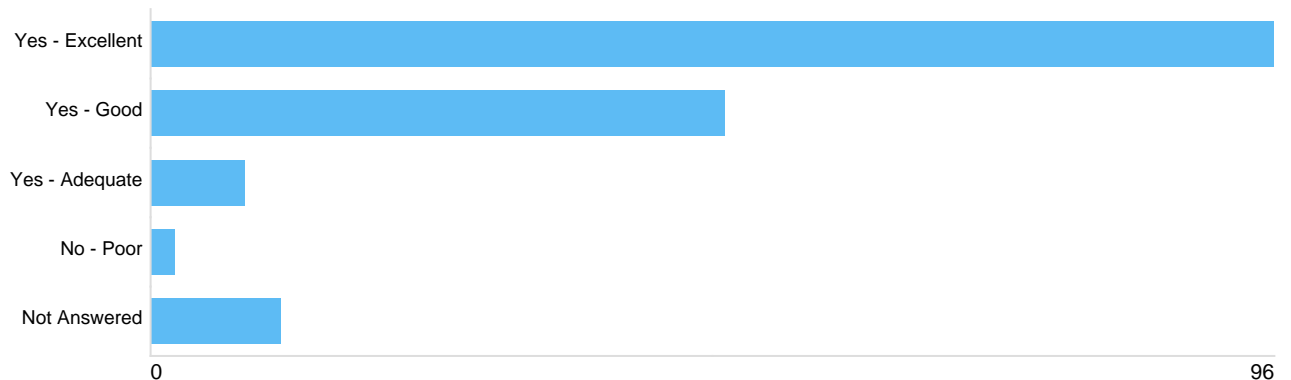
Q4



Option	Total	Percent
Yes - Excellent	86	51.81%
Yes - Good	66	39.76%
Yes - Adequate	6	3.61%
No - Poor	4	2.41%
Not Answered	4	2.41%

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

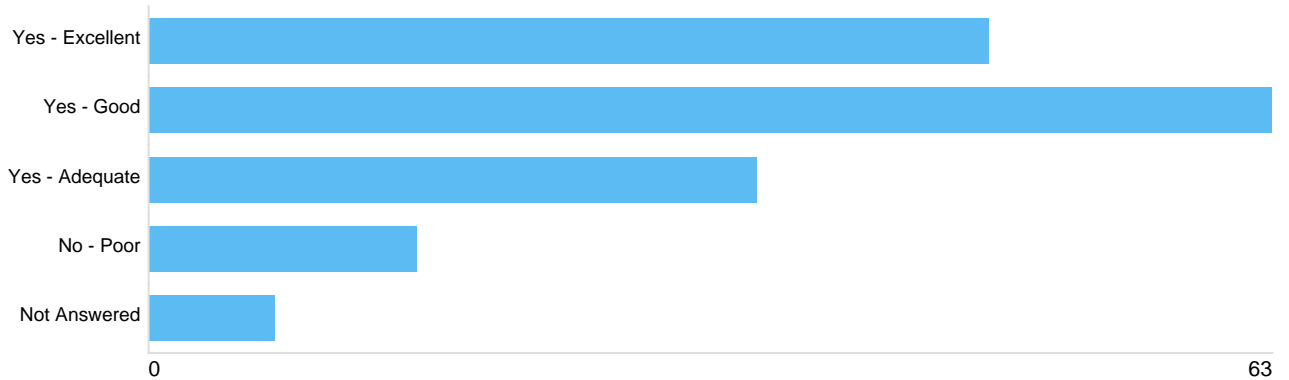
Q5



Option	Total	Percent
Yes - Excellent	96	57.83%
Yes - Good	49	29.52%
Yes - Adequate	8	4.82%
No - Poor	2	1.20%
Not Answered	11	6.63%

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

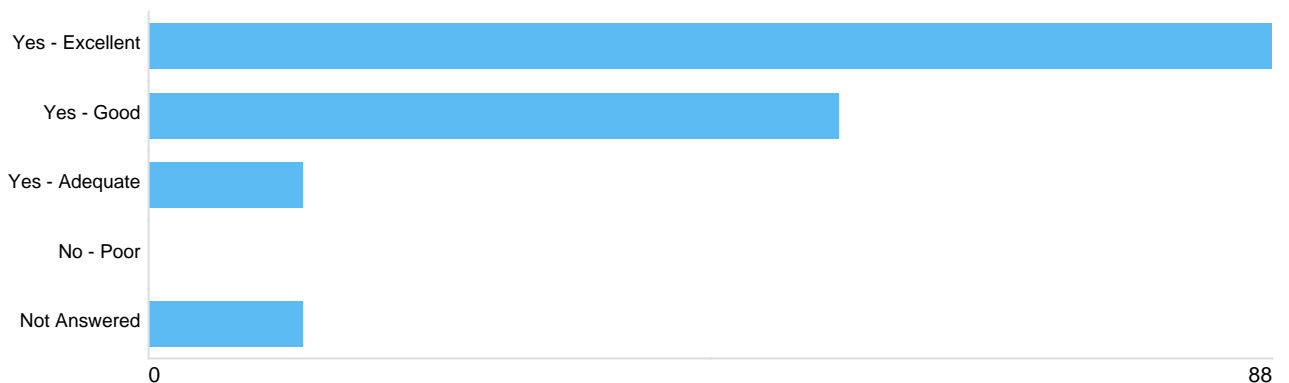
Q6



Option	Total	Percent
Yes - Excellent	47	28.31%
Yes - Good	63	37.95%
Yes - Adequate	34	20.48%
No - Poor	15	9.04%
Not Answered	7	4.22%

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

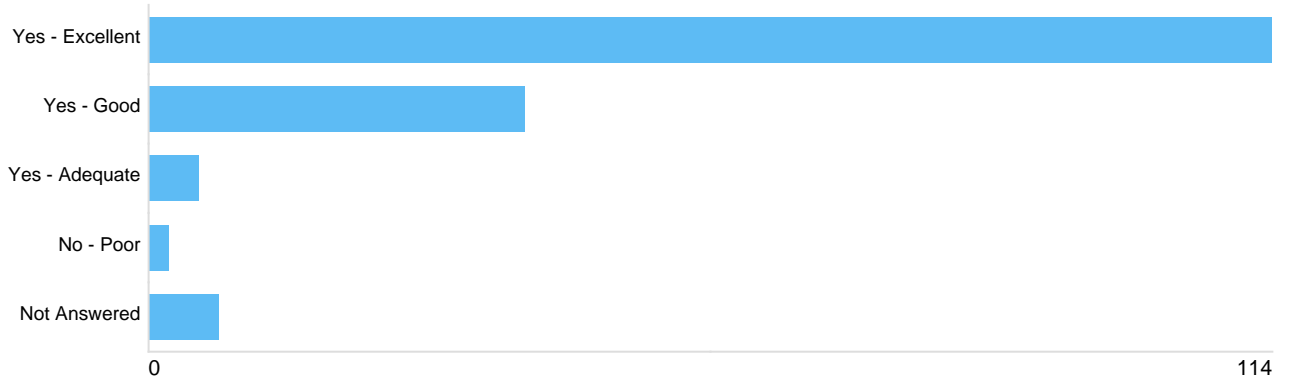
Q7



Option	Total	Percent
Yes - Excellent	88	53.01%
Yes - Good	54	32.53%
Yes - Adequate	12	7.23%
No - Poor	0	0%
Not Answered	12	7.23%

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

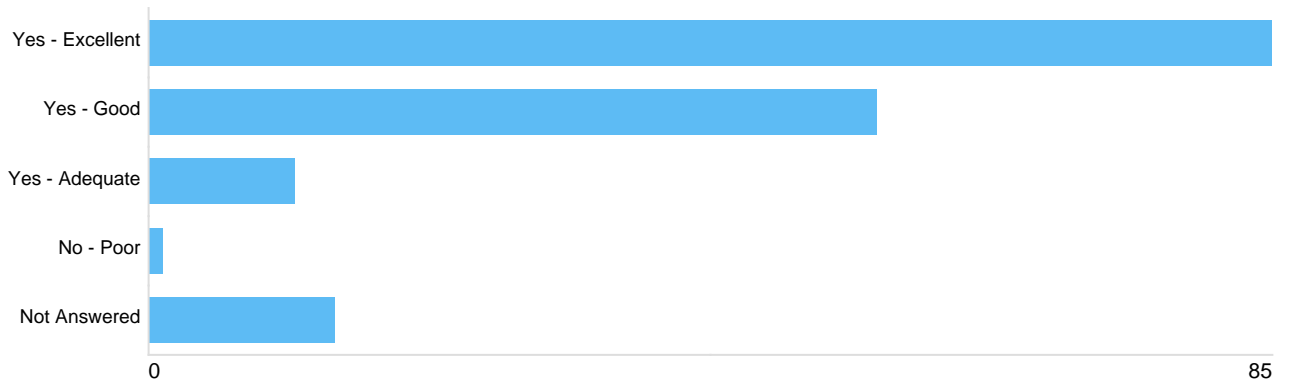
Q8



Option	Total	Percent
Yes - Excellent	114	68.67%
Yes - Good	38	22.89%
Yes - Adequate	5	3.01%
No - Poor	2	1.20%
Not Answered	7	4.22%

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

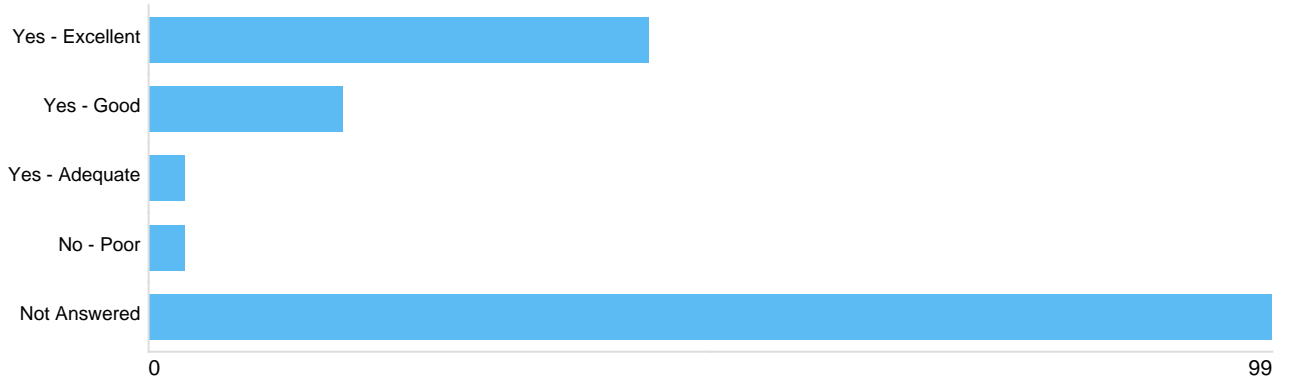
Q9



Option	Total	Percent
Yes - Excellent	85	51.20%
Yes - Good	55	33.13%
Yes - Adequate	11	6.63%
No - Poor	1	0.60%
Not Answered	14	8.43%

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

Q10



Option	Total	Percent
Yes - Excellent	44	26.51%
Yes - Good	17	10.24%
Yes - Adequate	3	1.81%
No - Poor	3	1.81%
Not Answered	99	59.64%

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

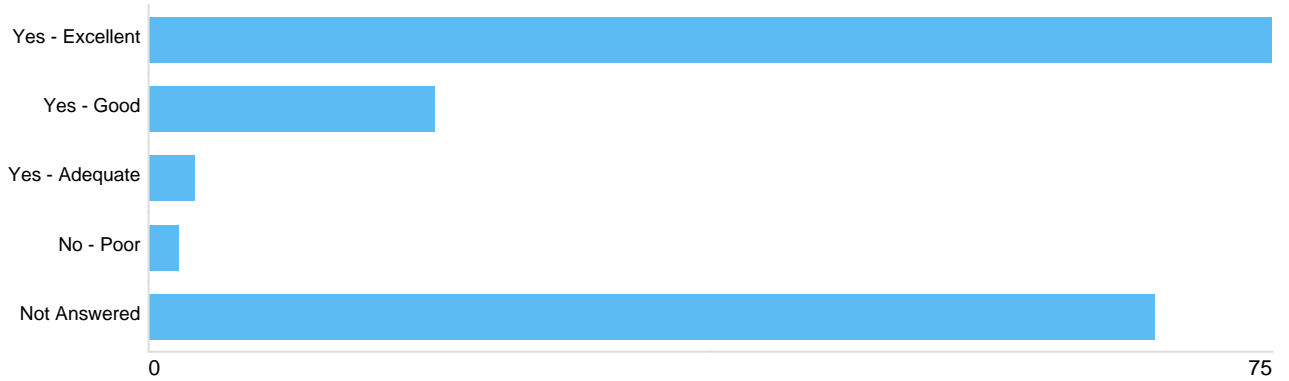
Q11



Option	Total	Percent
Yes - Excellent	33	19.88%
Yes - Good	24	14.46%
Yes - Adequate	7	4.22%
No - Poor	5	3.01%
Not Answered	97	58.43%

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

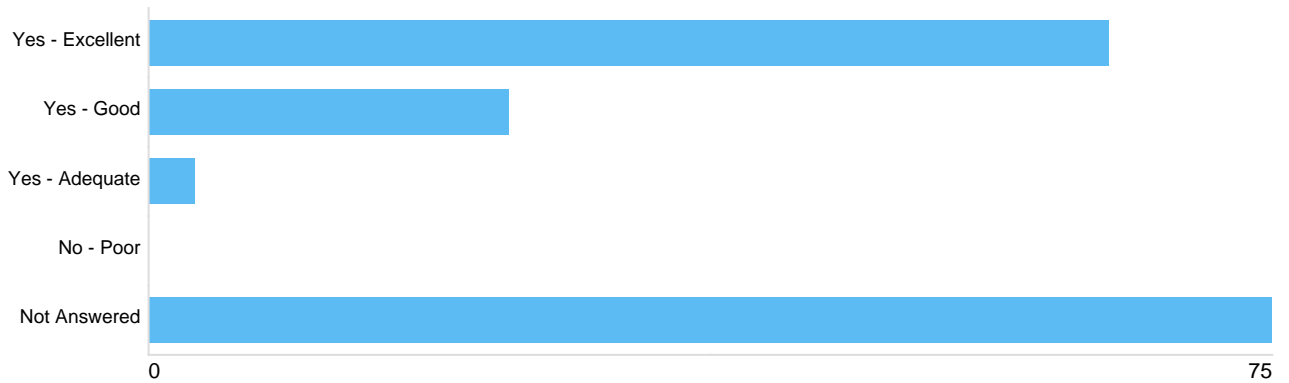
Q12



Option	Total	Percent
Yes - Excellent	75	45.18%
Yes - Good	19	11.45%
Yes - Adequate	3	1.81%
No - Poor	2	1.20%
Not Answered	67	40.36%

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

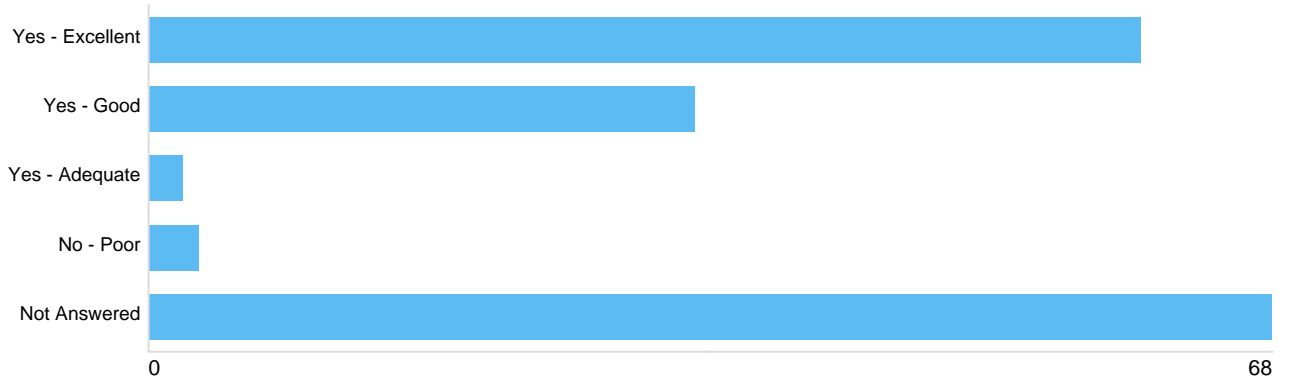
Q13



Option	Total	Percent
Yes - Excellent	64	38.55%
Yes - Good	24	14.46%
Yes - Adequate	3	1.81%
No - Poor	0	0%
Not Answered	75	45.18%

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

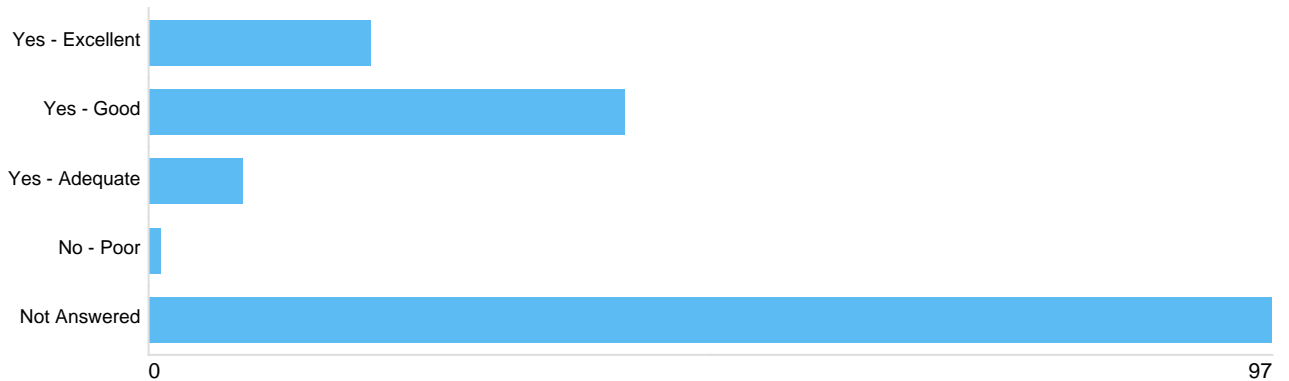
Q14



Option	Total	Percent
Yes - Excellent	60	36.14%
Yes - Good	33	19.88%
Yes - Adequate	2	1.20%
No - Poor	3	1.81%
Not Answered	68	40.96%

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

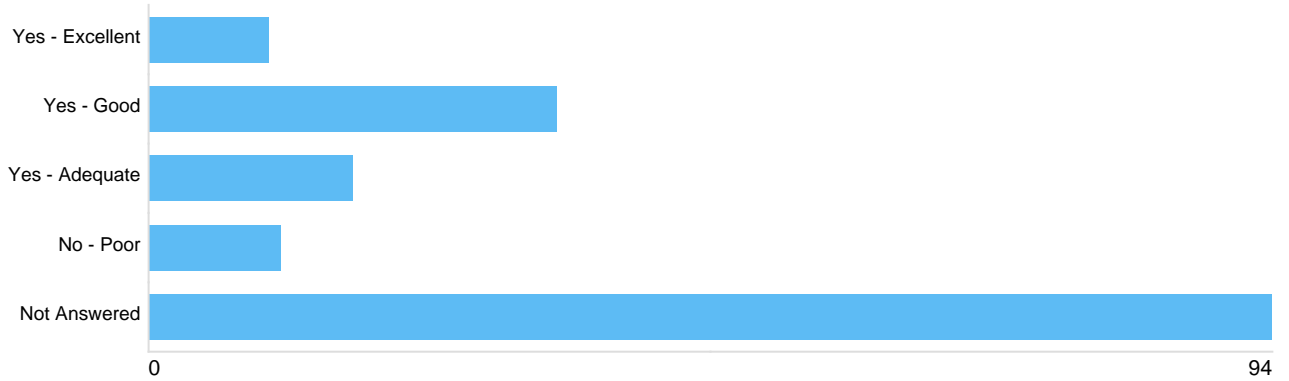
Q15



Option	Total	Percent
Yes - Excellent	19	11.45%
Yes - Good	41	24.70%
Yes - Adequate	8	4.82%
No - Poor	1	0.60%
Not Answered	97	58.43%

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

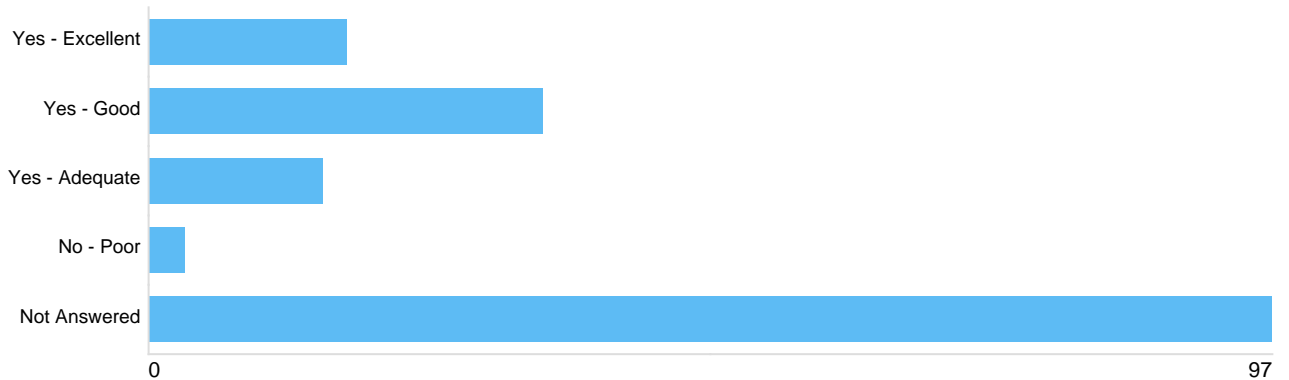
Q16



Option	Total	Percent
Yes - Excellent	10	6.02%
Yes - Good	34	20.48%
Yes - Adequate	17	10.24%
No - Poor	11	6.63%
Not Answered	94	56.63%

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	17	10.24%
Yes - Good	34	20.48%
Yes - Adequate	15	9.04%
No - Poor	3	1.81%
Not Answered	97	58.43%

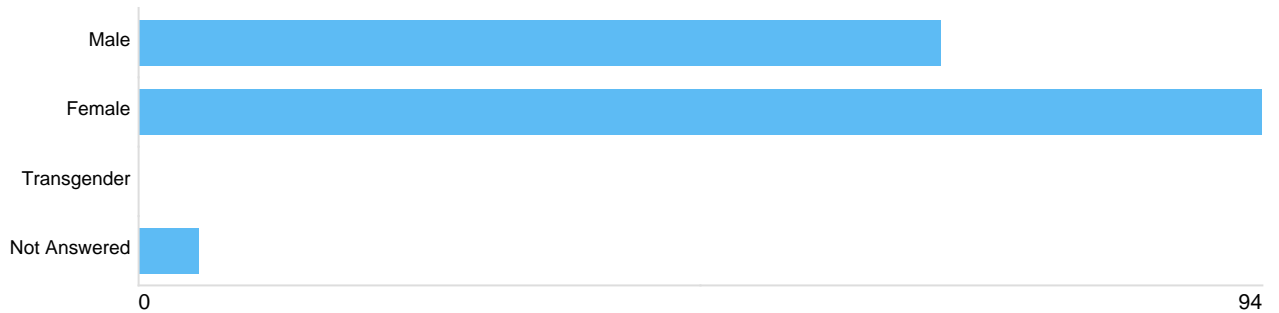
Question 19: We will do everything practicable to ensure that the service provided by Bereavement Services is satisfactory and meet our Service Users requirements. Please tell us below your comments/suggestions relating to the service. If there are any queries or issues that you would like a formal response 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 **62** 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



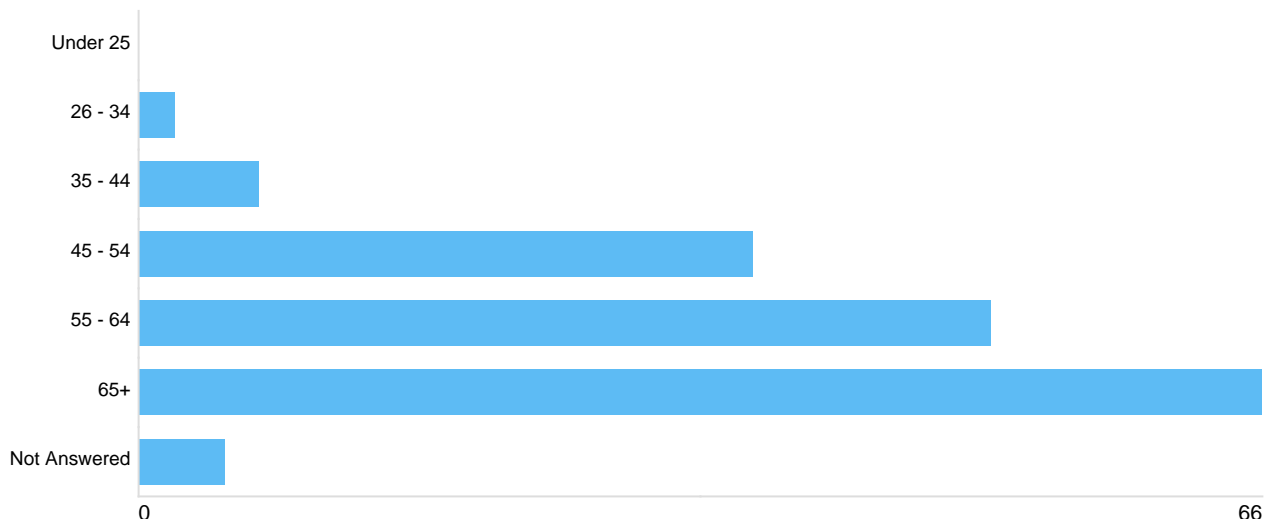
Option	Total	Percent
Male	67	40.36%
Female	94	56.63%
Transgender	0	0%
Not Answered	5	3.01%

Q19

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

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

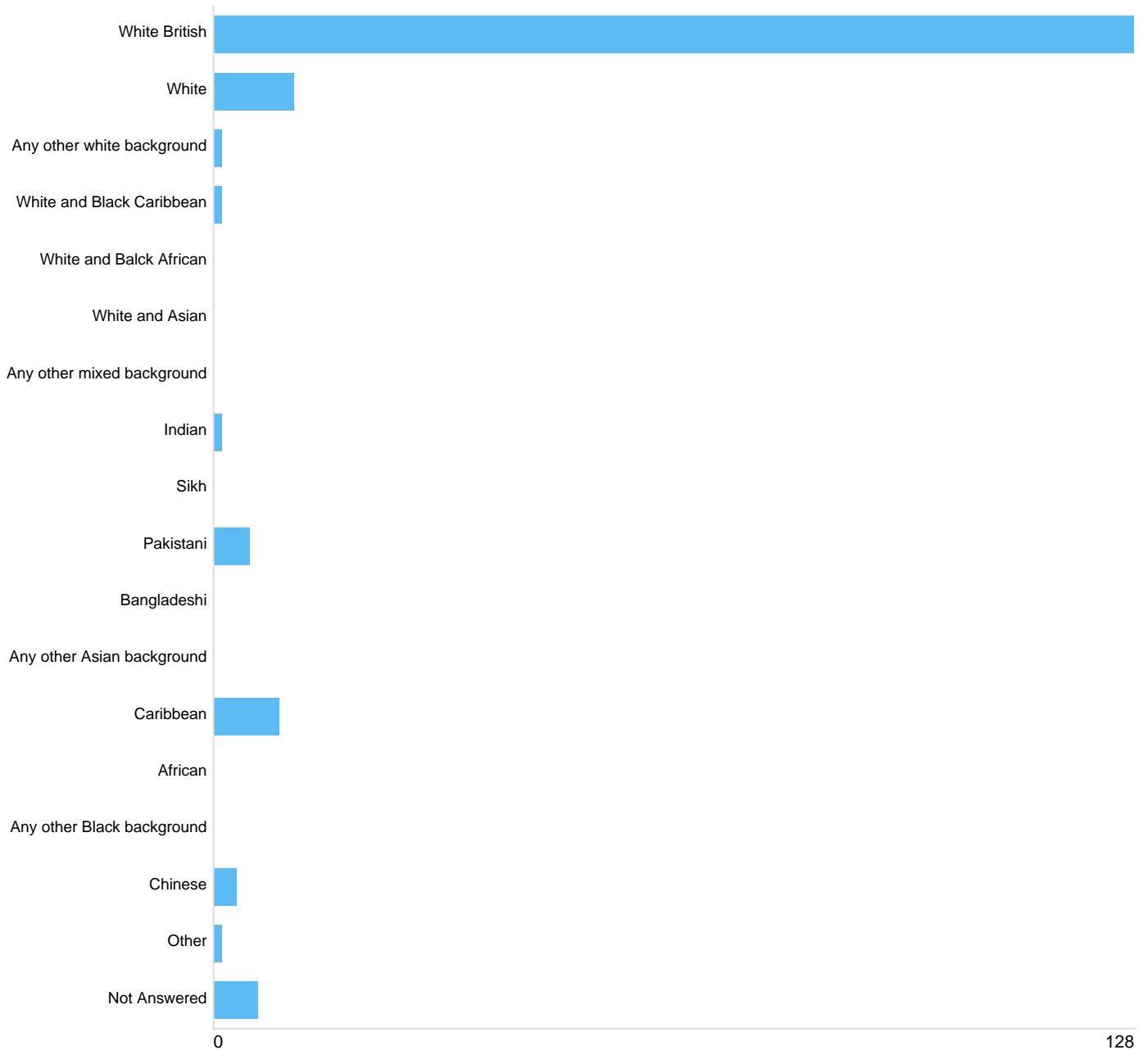
Q20



Option	Total	Percent
Under 25	0	0%
26 - 34	2	1.20%
35 - 44	7	4.22%
45 - 54	36	21.69%
55 - 64	50	30.12%
65+	66	39.76%
Not Answered	5	3.01%

Question 22: Are you?

Q21



Option	Total	Percent
White British	128	77.11%
White	11	6.63%
Any other white background	1	0.60%
White and Black Caribbean	1	0.60%
White and Balck African	0	0%
White and Asian	0	0%
Any other mixed background	0	0%
Indian	1	0.60%
Sikh	0	0%
Pakistani	5	3.01%
Bangladeshi	0	0%
Any other Asian background	0	0%
Caribbean	9	5.42%
African	0	0%
Any other Black background	0	0%
Chinese	3	1.81%
Other	1	0.60%
Not Answered	6	3.61%

Question 23: Do you have a disability?

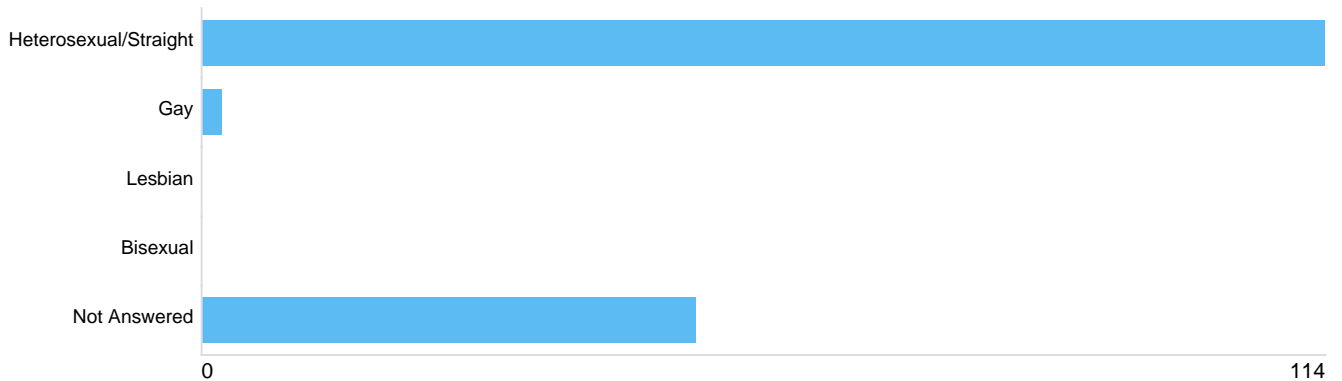
Q22



Option	Total	Percent
Yes	13	7.83%
No	122	73.49%
Not Answered	31	18.67%

Question 24: Sexual Orientation, are you?

Q23



Option	Total	Percent
Heterosexual/Straight	114	68.67%
Gay	2	1.20%
Lesbian	0	0%
Bisexual	0	0%
Not Answered	50	30.12%