

Bereavement Services Service User Questionnaire 2017 (Quarter 2): Summary report

This report was created on Monday 03 July 2017 at 10:45.

The consultation ran from 01/04/2017 to 30/06/2017.

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12

Question 1: What is your name?

Name

There were **54** 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.

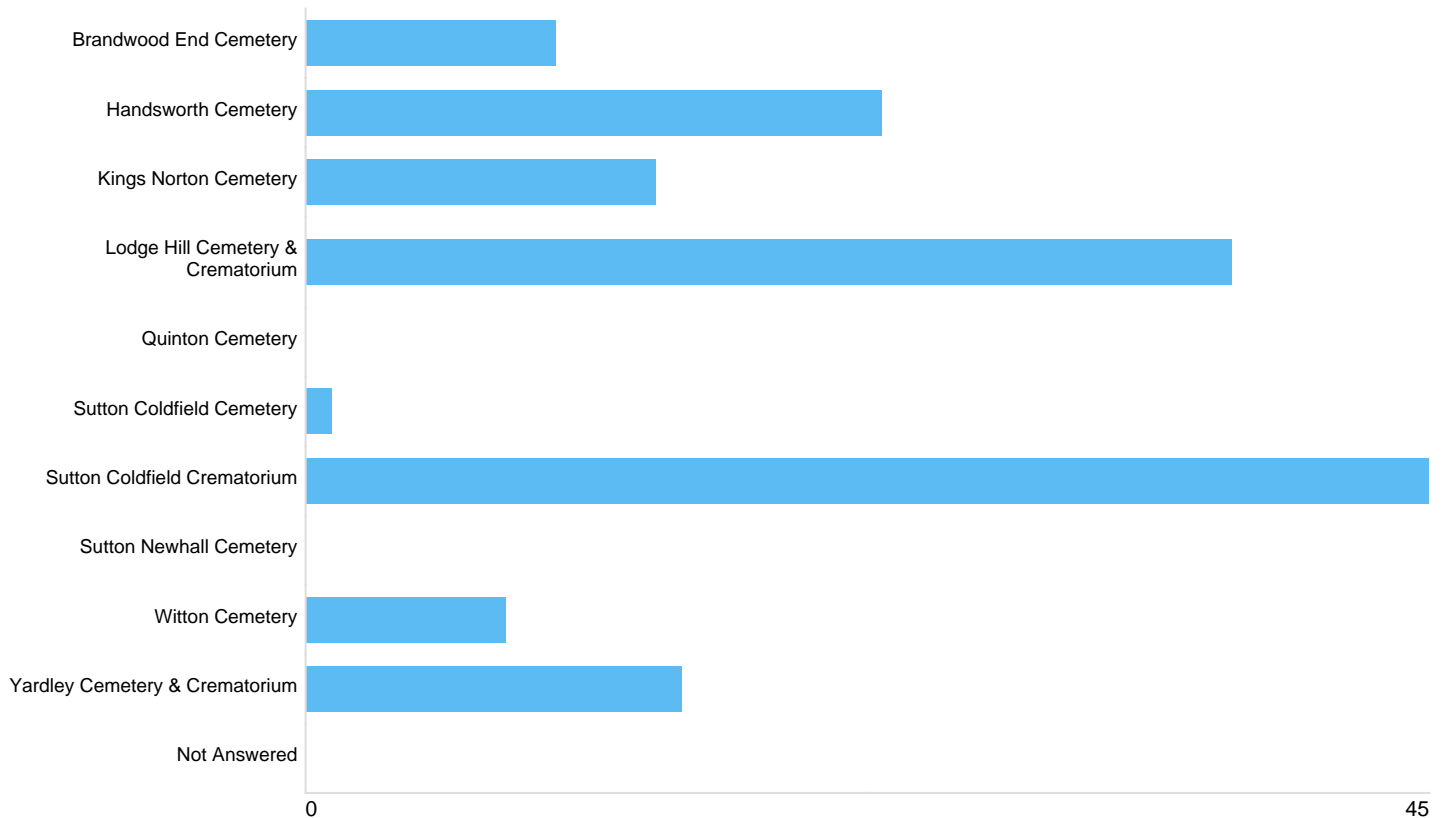
Question 3: What is your organisation?

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?

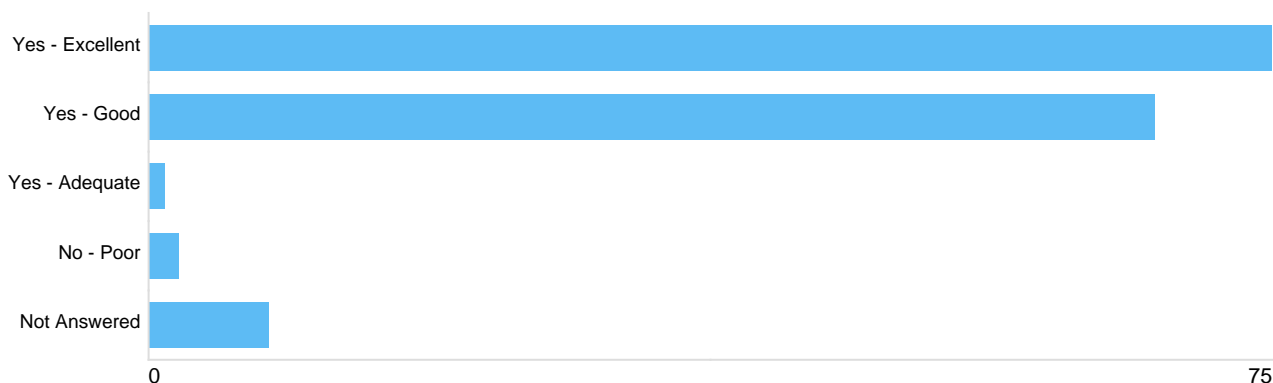
Q



Option	Total	Percent
Brandwood End Cemetery	10	6.54%
Handsworth Cemetery	23	15.03%
Kings Norton Cemetery	14	9.15%
Lodge Hill Cemetery & Crematorium	37	24.18%
Quinton Cemetery	0	0%
Sutton Coldfield Cemetery	1	0.65%
Sutton Coldfield Crematorium	45	29.41%
Sutton Newhall Cemetery	0	0%
Witton Cemetery	8	5.23%
Yardley Cemetery & Crematorium	15	9.80%
Not Answered	0	0%

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

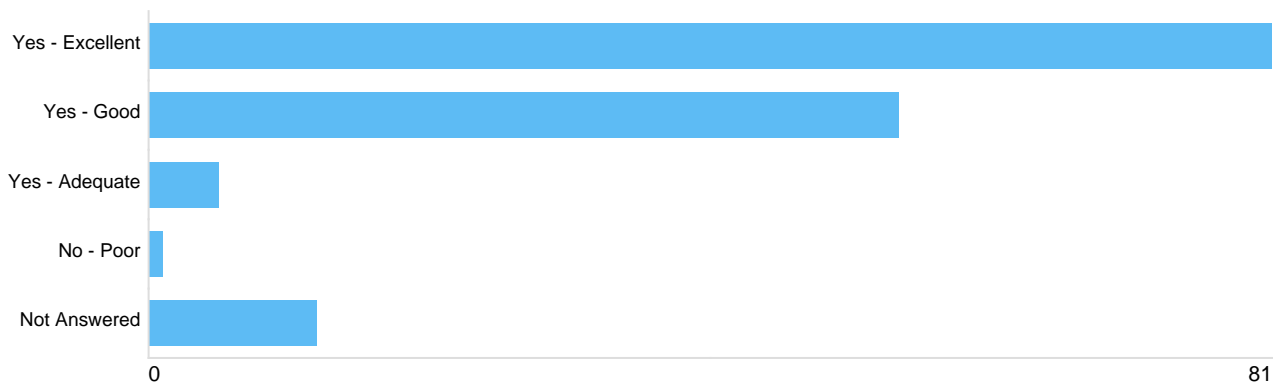
Q4



Option	Total	Percent
Yes - Excellent	75	49.02%
Yes - Good	67	43.79%
Yes - Adequate	1	0.65%
No - Poor	2	1.31%
Not Answered	8	5.23%

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

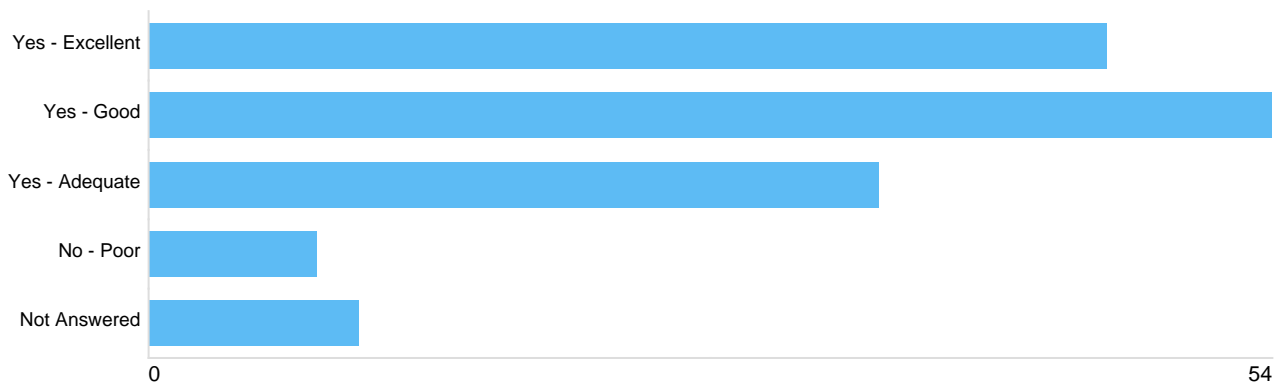
Q5



Option	Total	Percent
Yes - Excellent	81	52.94%
Yes - Good	54	35.29%
Yes - Adequate	5	3.27%
No - Poor	1	0.65%
Not Answered	12	7.84%

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

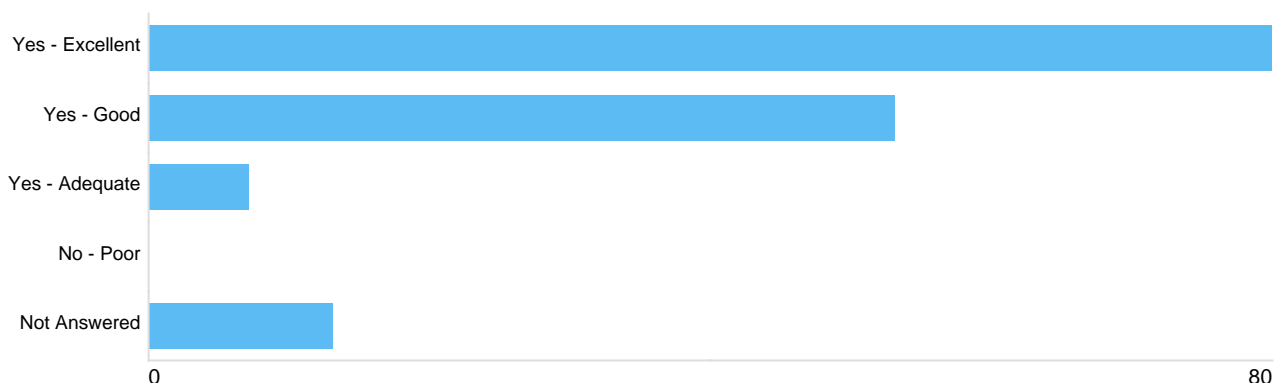
Q6



Option	Total	Percent
Yes - Excellent	46	30.07%
Yes - Good	54	35.29%
Yes - Adequate	35	22.88%
No - Poor	8	5.23%
Not Answered	10	6.54%

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

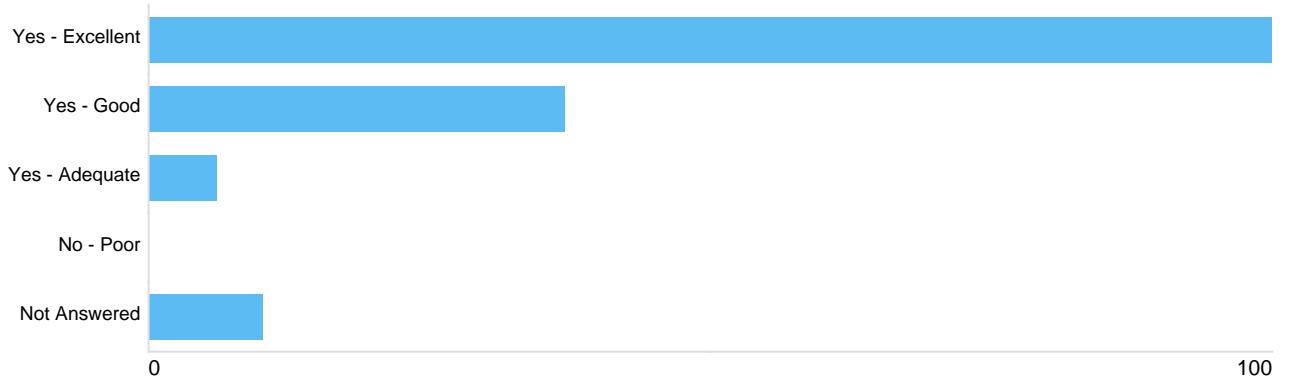
Q7



Option	Total	Percent
Yes - Excellent	80	52.29%
Yes - Good	53	34.64%
Yes - Adequate	7	4.58%
No - Poor	0	0%
Not Answered	13	8.50%

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

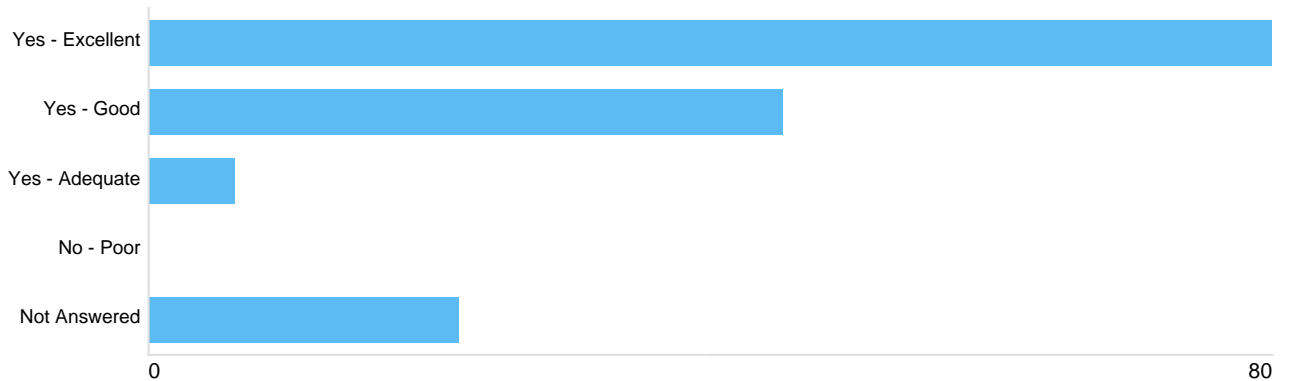
Q8



Option	Total	Percent
Yes - Excellent	100	65.36%
Yes - Good	37	24.18%
Yes - Adequate	6	3.92%
No - Poor	0	0%
Not Answered	10	6.54%

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

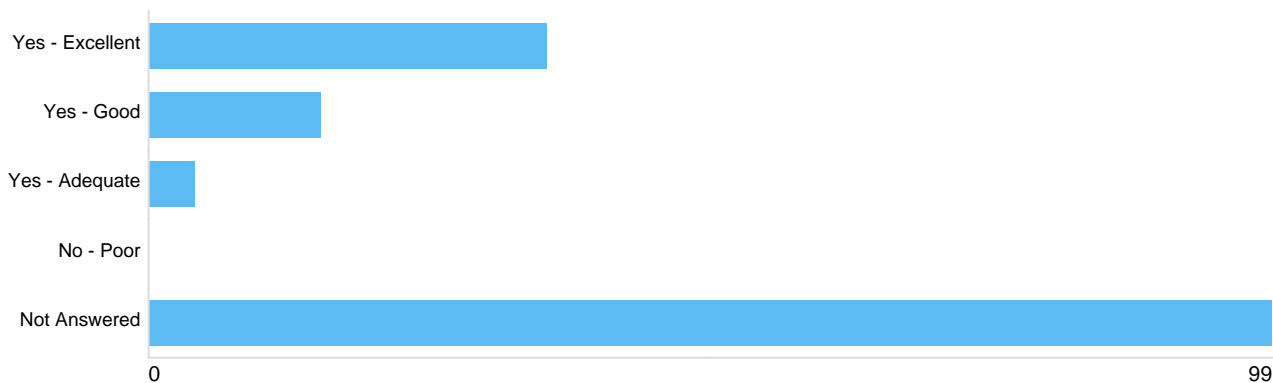
Q9



Option	Total	Percent
Yes - Excellent	80	52.29%
Yes - Good	45	29.41%
Yes - Adequate	6	3.92%
No - Poor	0	0%
Not Answered	22	14.38%

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

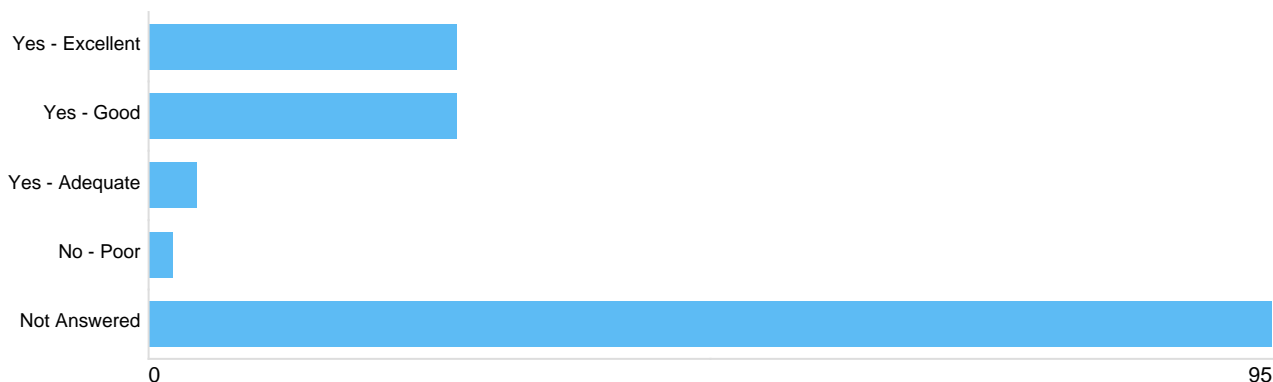
Q10



Option	Total	Percent
Yes - Excellent	35	22.88%
Yes - Good	15	9.80%
Yes - Adequate	4	2.61%
No - Poor	0	0%
Not Answered	99	64.71%

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

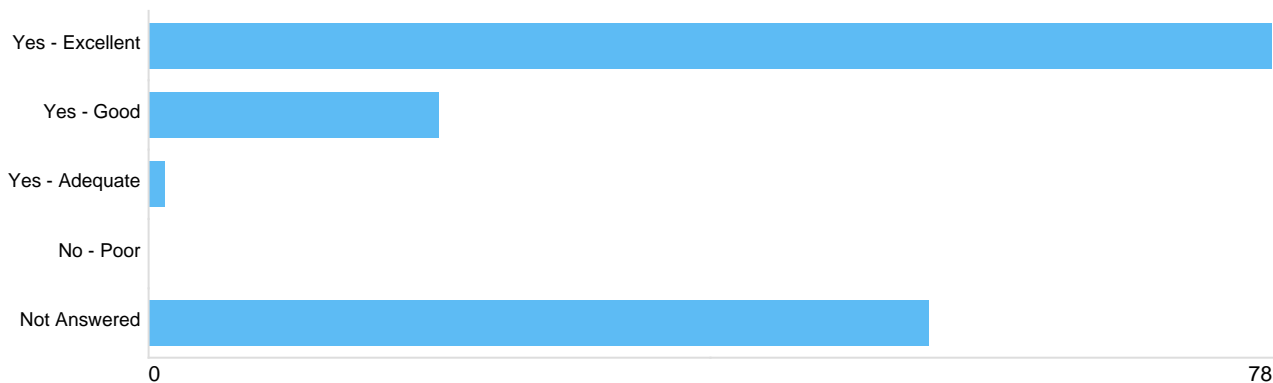
Q11



Option	Total	Percent
Yes - Excellent	26	16.99%
Yes - Good	26	16.99%
Yes - Adequate	4	2.61%
No - Poor	2	1.31%
Not Answered	95	62.09%

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

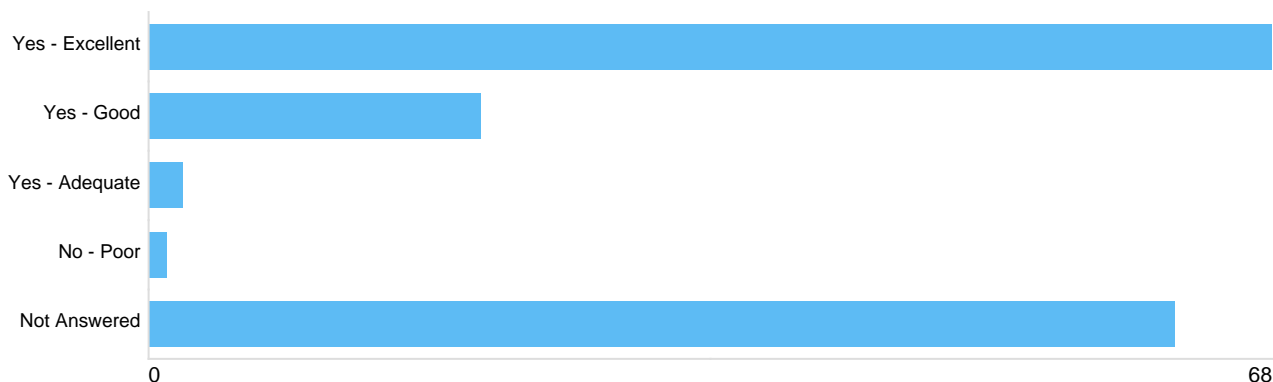
Q12



Option	Total	Percent
Yes - Excellent	78	50.98%
Yes - Good	20	13.07%
Yes - Adequate	1	0.65%
No - Poor	0	0%
Not Answered	54	35.29%

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

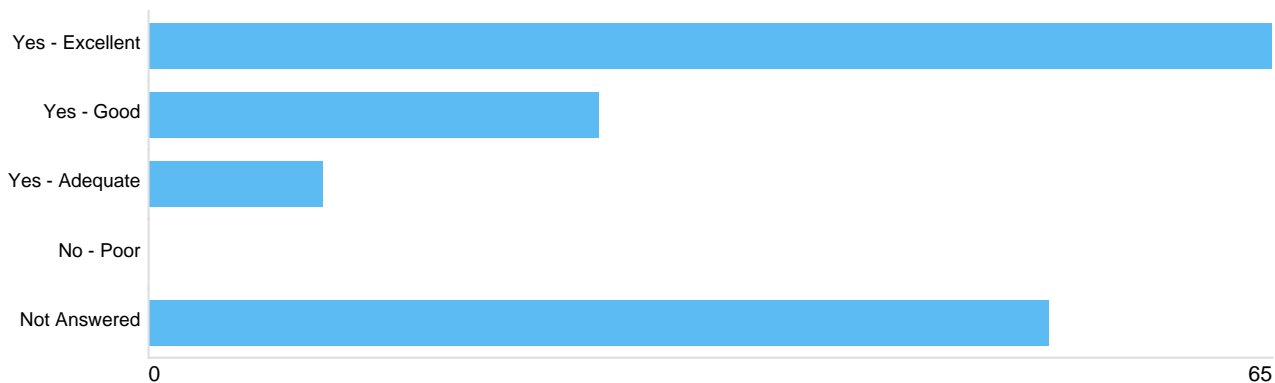
Q13



Option	Total	Percent
Yes - Excellent	68	44.44%
Yes - Good	20	13.07%
Yes - Adequate	2	1.31%
No - Poor	1	0.65%
Not Answered	62	40.52%

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

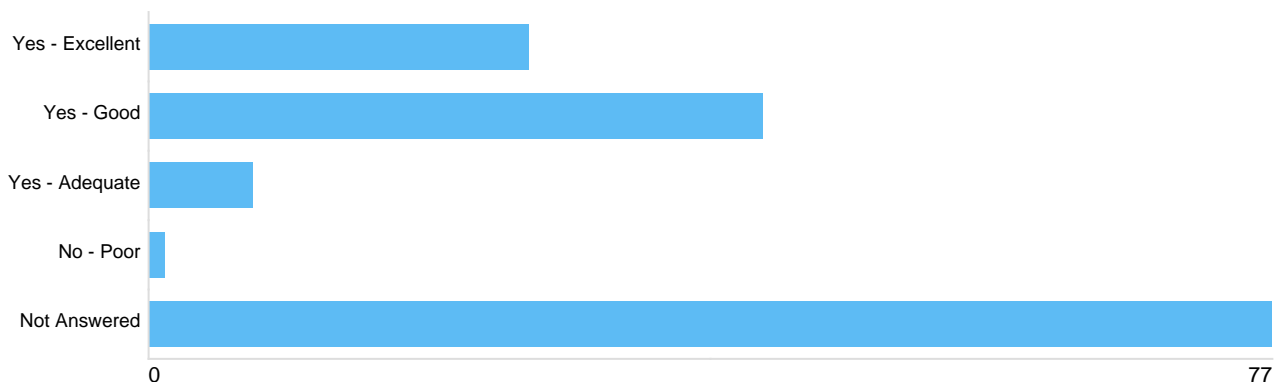
Q14



Option	Total	Percent
Yes - Excellent	65	42.48%
Yes - Good	26	16.99%
Yes - Adequate	10	6.54%
No - Poor	0	0%
Not Answered	52	33.99%

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

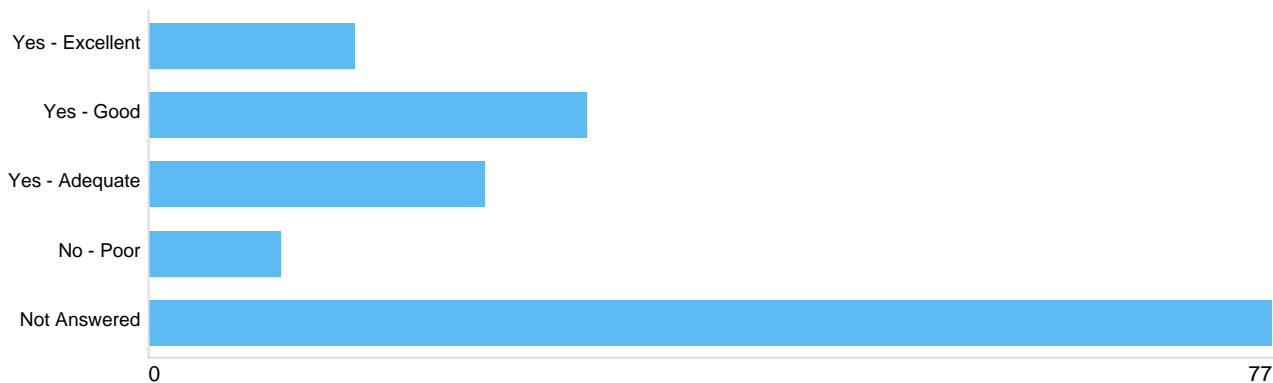
Q15



Option	Total	Percent
Yes - Excellent	26	16.99%
Yes - Good	42	27.45%
Yes - Adequate	7	4.58%
No - Poor	1	0.65%
Not Answered	77	50.33%

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

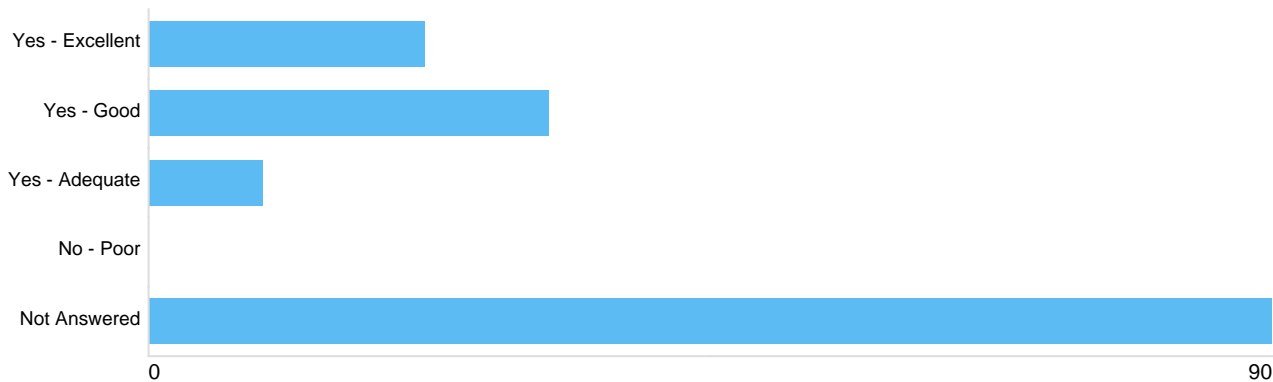
Q16



Option	Total	Percent
Yes - Excellent	14	9.15%
Yes - Good	30	19.61%
Yes - Adequate	23	15.03%
No - Poor	9	5.88%
Not Answered	77	50.33%

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	22	14.38%
Yes - Good	32	20.92%
Yes - Adequate	9	5.88%
No - Poor	0	0%
Not Answered	90	58.82%

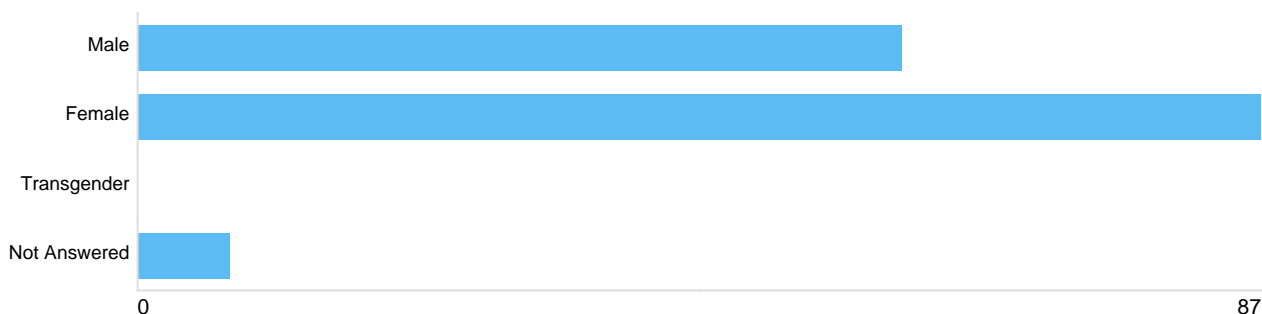
Question 19: We will do everything practicable to ensure that the service provided by Bereavement Services is satisfactory and meet our Service Users requirements. Please tell us below your comments/suggestions relating to the service. If there are any queries or issues that you would like a formal response 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 **69** 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



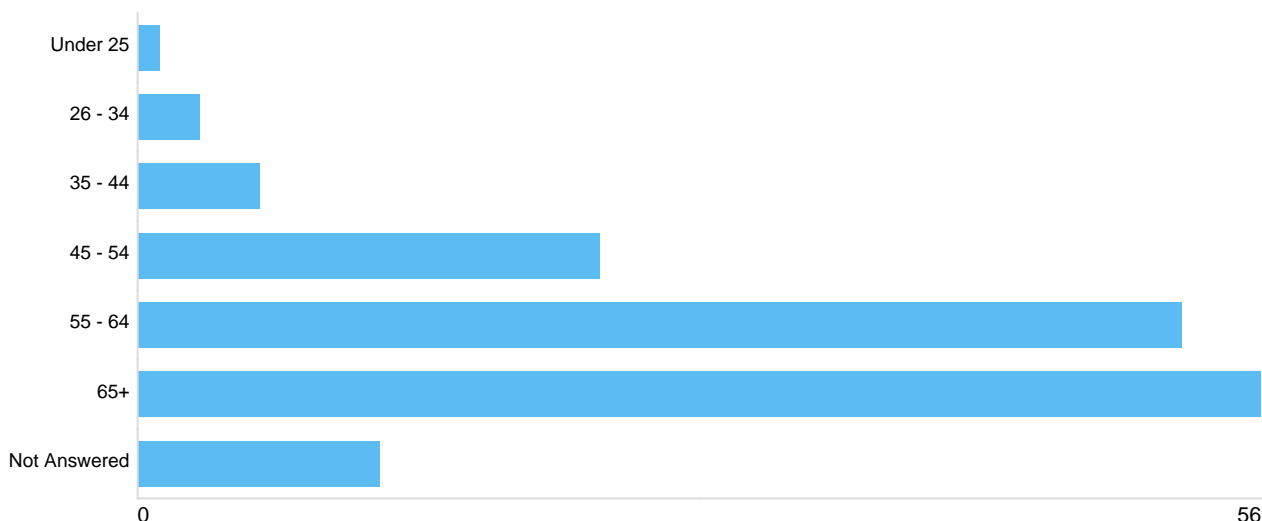
Option	Total	Percent
Male	59	38.56%
Female	87	56.86%
Transgender	0	0%
Not Answered	7	4.58%

Q19

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

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

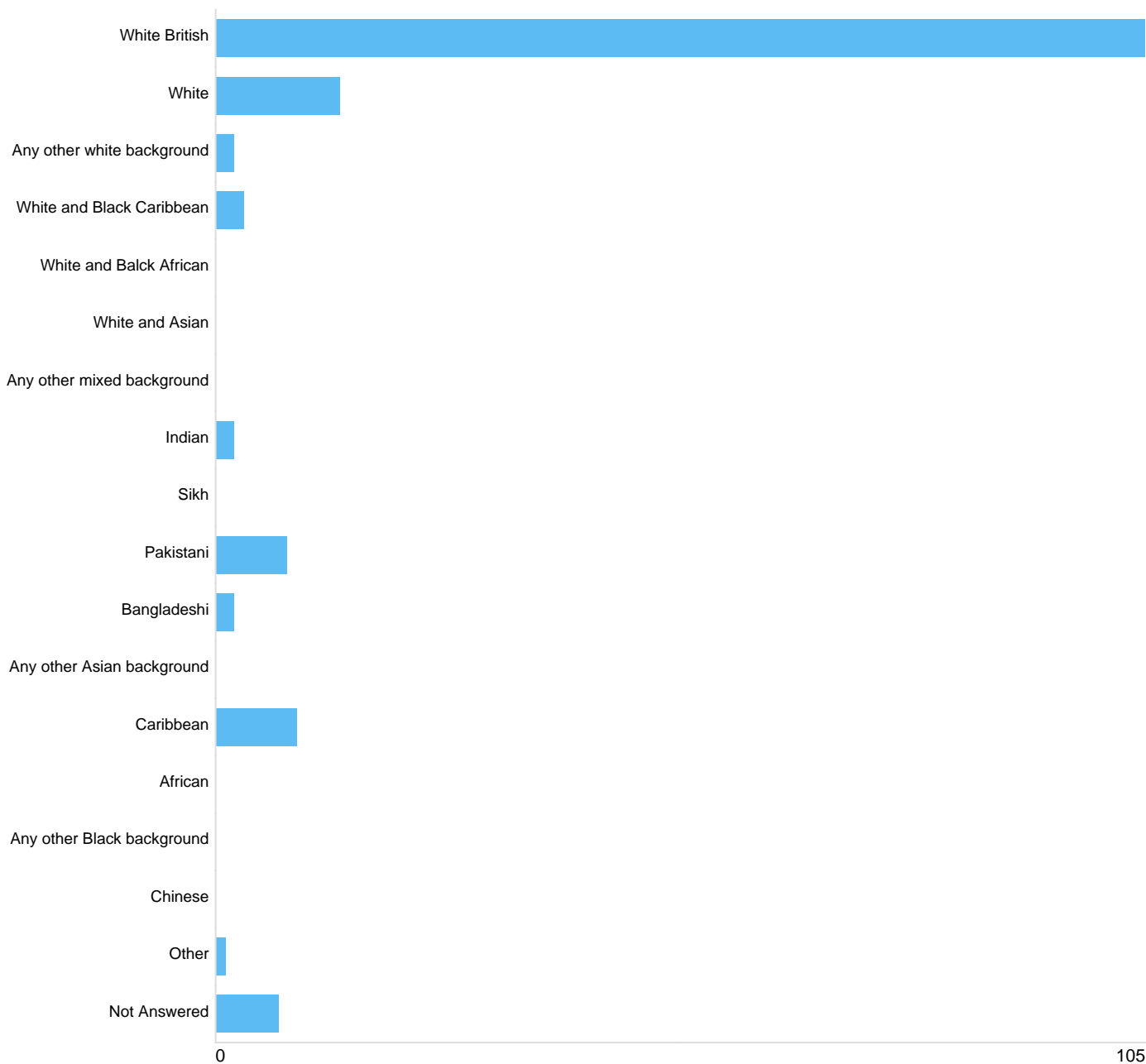
Q20



Option	Total	Percent
Under 25	1	0.65%
26 - 34	3	1.96%
35 - 44	6	3.92%
45 - 54	23	15.03%
55 - 64	52	33.99%
65+	56	36.60%
Not Answered	12	7.84%

Question 22: Are you?

Q21



Option	Total	Percent
White British	105	68.63%
White	14	9.15%
Any other white background	2	1.31%
White and Black Caribbean	3	1.96%
White and Balck African	0	0%
White and Asian	0	0%
Any other mixed background	0	0%
Indian	2	1.31%
Sikh	0	0%
Pakistani	8	5.23%
Bangladeshi	2	1.31%
Any other Asian background	0	0%
Caribbean	9	5.88%
African	0	0%
Any other Black background	0	0%
Chinese	0	0%
Other	1	0.65%
Not Answered	7	4.58%

Question 23: Do you have a disability?

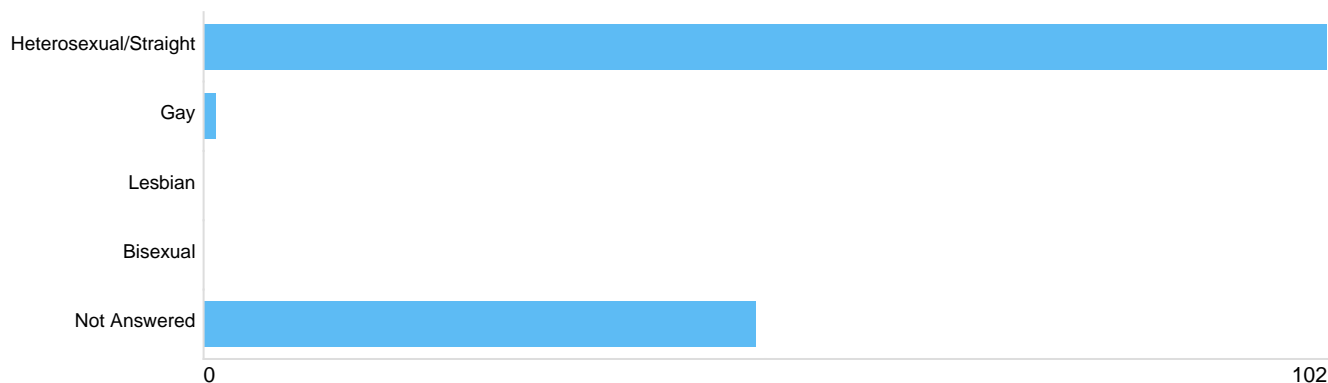
Q22



Option	Total	Percent
Yes	23	15.03%
No	109	71.24%
Not Answered	21	13.73%

Question 24: Sexual Orientation, are you?

Q23





Option	Total	Percent
Heterosexual/Straight	102	66.67%
Gay	1	0.65%
Lesbian	0	0%
Bisexual	0	0%
Not Answered	50	32.68%