

Bereavement Services Service User Questionnaire 2014 (Quarter 4):Full Report

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Overview

This report was created on Friday 02 January 2015 at 09:09.

From **01/10/2014** to **31/12/2014**, Birmingham City Council ran a consultation entitled '*Bereavement Services Service User Questionnaire 2014 (Quarter 4)*'. This report covers the online element of the consultation process, which was run from <http://www.birminghambeheard.org.uk/place/copy-of-bs-service-user-2014-q4>

Introduction

Question 1: What is your name?

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

Question 2: What is your email address?

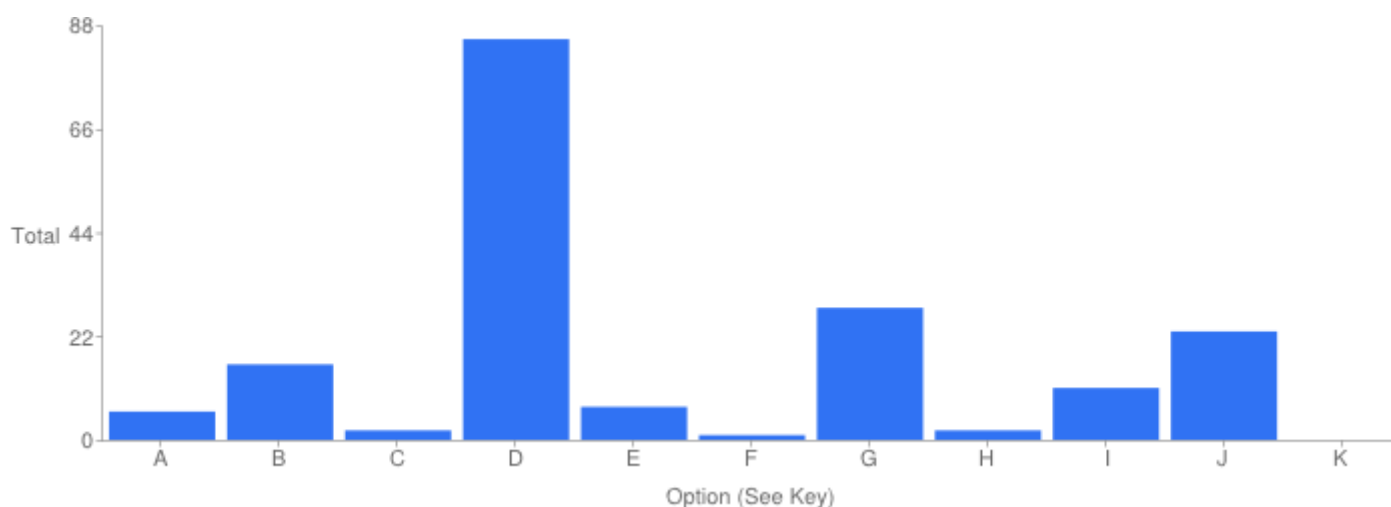
There are **1** responses to this part of the question.

Question 3: What is your organisation?

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

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

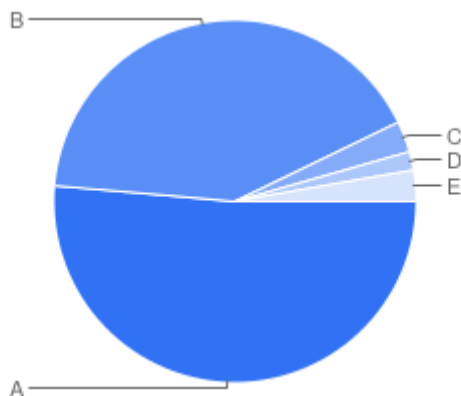
Table of "Q"



Key	Option	Total	Percent of All
A	Brandwood End Cemetery	6	3.315%
B	Handsworth Cemetery	16	8.840%
C	Kings Norton Cemetery	2	1.105%
D	Lodge Hill Cemetery & Crematorium	85	46.96%
E	Quinton Cemetery	7	3.867%
F	Sutton Coldfield Cemetery	1	0.5525%
G	Sutton Coldfield Crematorium	28	15.47%
H	Sutton Newhall Cemetery	2	1.105%
I	Witton Cemetery	11	6.077%
J	Yardley Cemetery & Crematorium	23	12.71%
K	Not Answered	0	0%

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

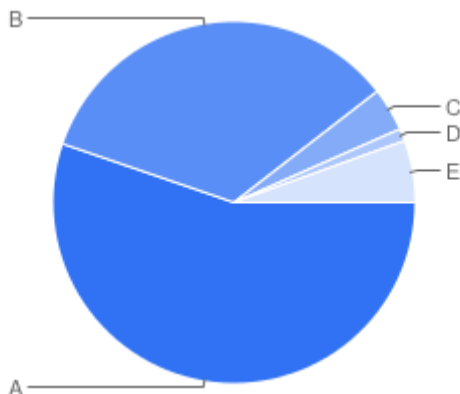
Table of "Q4"



Key	Option	Total	Percent of All
A	Yes - Excellent	93	51.38%
B	Yes - Good	75	41.44%
C	Yes - Adequate	5	2.762%
D	No - Poor	3	1.657%
E	Not Answered	5	2.762%

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

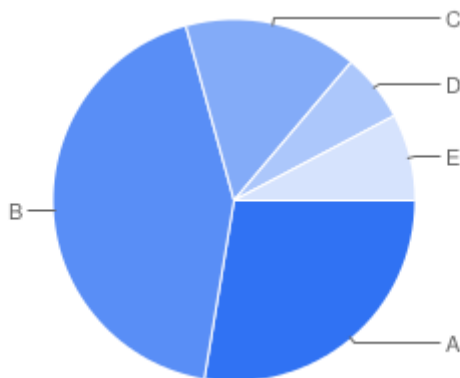
Table of "Q5"



Key	Option	Total	Percent of All
A	Yes - Excellent	100	55.25%
B	Yes - Good	62	34.25%
C	Yes - Adequate	7	3.867%
D	No - Poor	2	1.105%
E	Not Answered	10	5.525%

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

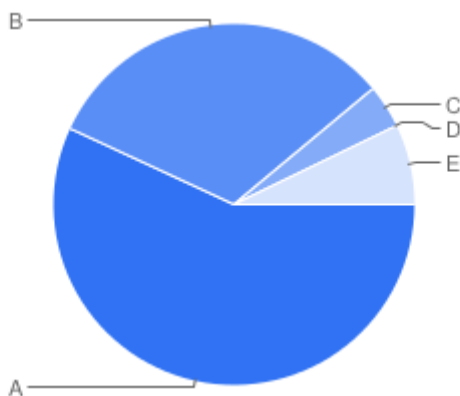
Table of "Q6"



Key	Option	Total	Percent of All
A	Yes - Excellent	50	27.62%
B	Yes - Good	78	43.09%
C	Yes - Adequate	28	15.47%
D	No - Poor	11	6.077%
E	Not Answered	14	7.735%

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

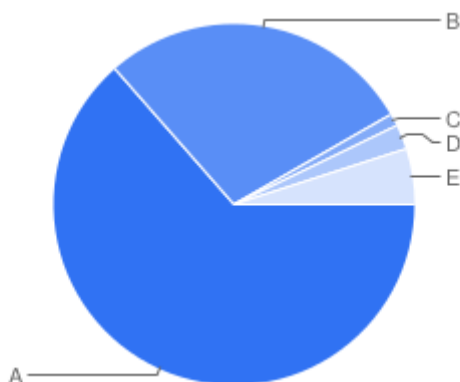
Table of "Q7"



Key	Option	Total	Percent of All
A	Yes - Excellent	103	56.91%
B	Yes - Good	58	32.04%
C	Yes - Adequate	7	3.867%
D	No - Poor	0	0%
E	Not Answered	13	7.182%

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

Table of "Q8"

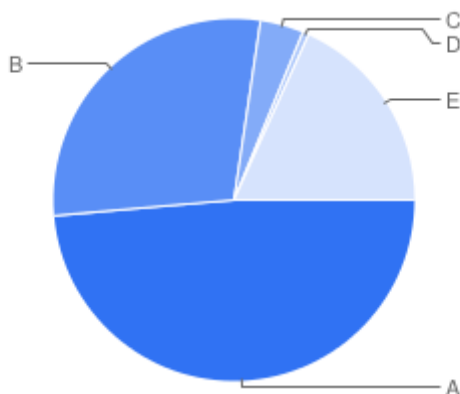


Key	Option	Total	Percent of All
A	Yes - Excellent	115	63.54%

Key	Option	Total	Percent of All
B	Yes - Good	51	28.18%
C	Yes - Adequate	2	1.105%
D	No - Poor	4	2.210%
E	Not Answered	9	4.972%

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

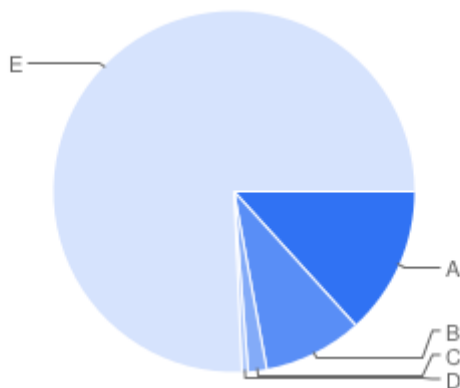
Table of "Q9"



Key	Option	Total	Percent of All
A	Yes - Excellent	88	48.62%
B	Yes - Good	52	28.73%
C	Yes - Adequate	7	3.867%
D	No - Poor	1	0.5525%
E	Not Answered	33	18.23%

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

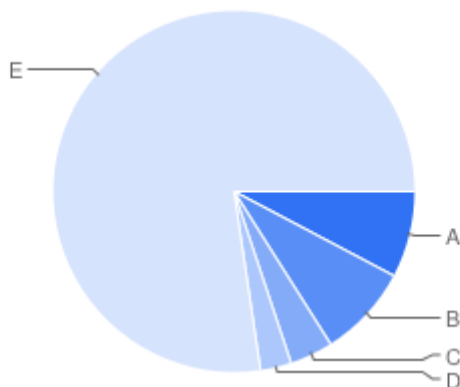
Table of "Q10"



Key	Option	Total	Percent of All
A	Yes - Excellent	24	13.26%
B	Yes - Good	16	8.840%
C	Yes - Adequate	3	1.657%
D	No - Poor	1	0.5525%
E	Not Answered	137	75.69%

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

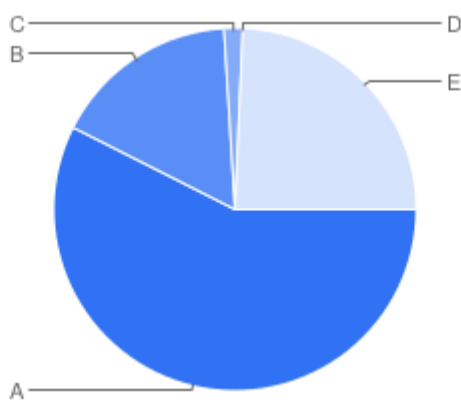
Table of "Q11"



Key	Option	Total	Percent of All
A	Yes - Excellent	14	7.735%
B	Yes - Good	15	8.287%
C	Yes - Adequate	7	3.867%
D	No - Poor	5	2.762%
E	Not Answered	140	77.35%

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

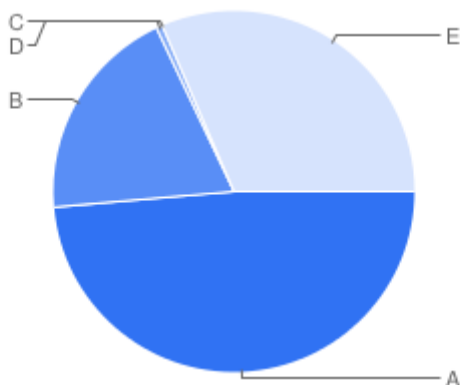
Table of "Q12"



Key	Option	Total	Percent of All
A	Yes - Excellent	104	57.46%
B	Yes - Good	30	16.57%
C	Yes - Adequate	3	1.657%
D	No - Poor	0	0%
E	Not Answered	44	24.31%

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

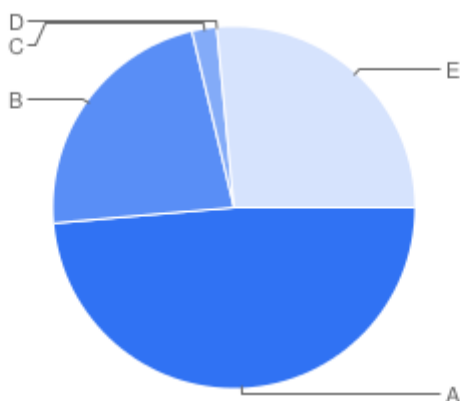
Table of "Q13"



Key	Option	Total	Percent of All
A	Yes - Excellent	88	48.62%
B	Yes - Good	35	19.34%
C	Yes - Adequate	1	0.5525%
D	No - Poor	0	0%
E	Not Answered	57	31.49%

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

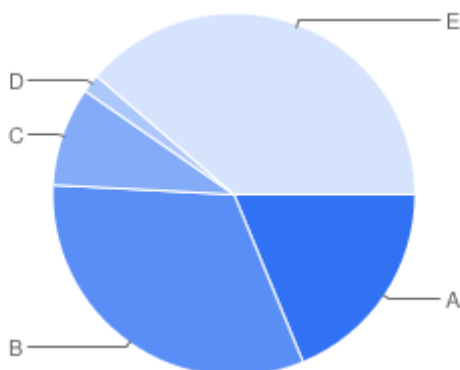
Table of "Q14"



Key	Option	Total	Percent of All
A	Yes - Excellent	88	48.62%
B	Yes - Good	41	22.65%
C	Yes - Adequate	4	2.210%
D	No - Poor	0	0%
E	Not Answered	48	26.52%

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

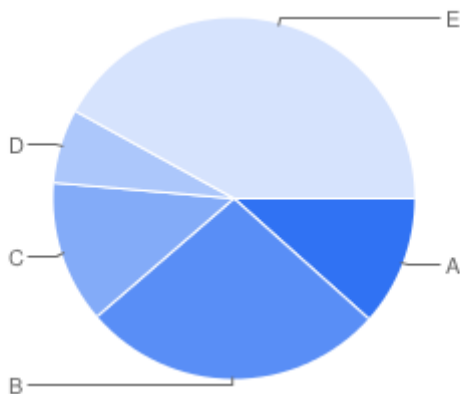
Table of "Q15"



Key	Option	Total	Percent of All
A	Yes - Excellent	34	18.78%
B	Yes - Good	58	32.04%
C	Yes - Adequate	16	8.840%
D	No - Poor	3	1.657%
E	Not Answered	70	38.67%

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

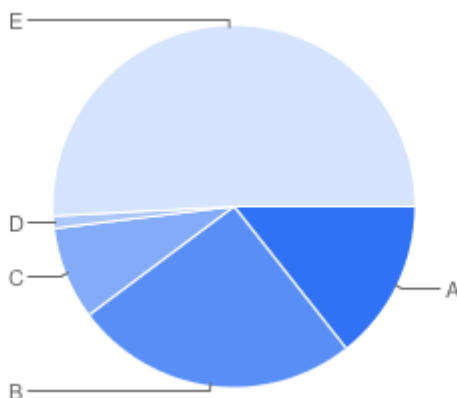
Table of "Q16"



Key	Option	Total	Percent of All
A	Yes - Excellent	21	11.60%
B	Yes - Good	49	27.07%
C	Yes - Adequate	23	12.71%
D	No - Poor	12	6.630%
E	Not Answered	76	41.99%

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"



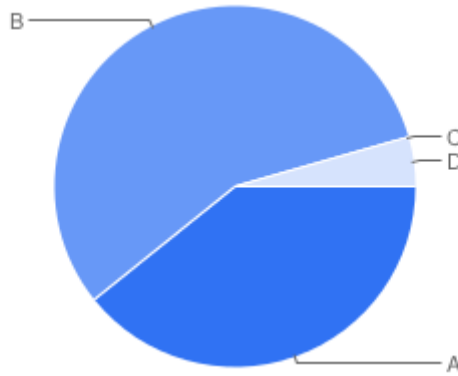
Key	Option	Total	Percent of All
A	Yes - Excellent	26	14.36%
B	Yes - Good	46	25.41%
C	Yes - Adequate	15	8.287%
D	No - Poor	2	1.105%
E	Not Answered	92	50.83%

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 **78** 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"

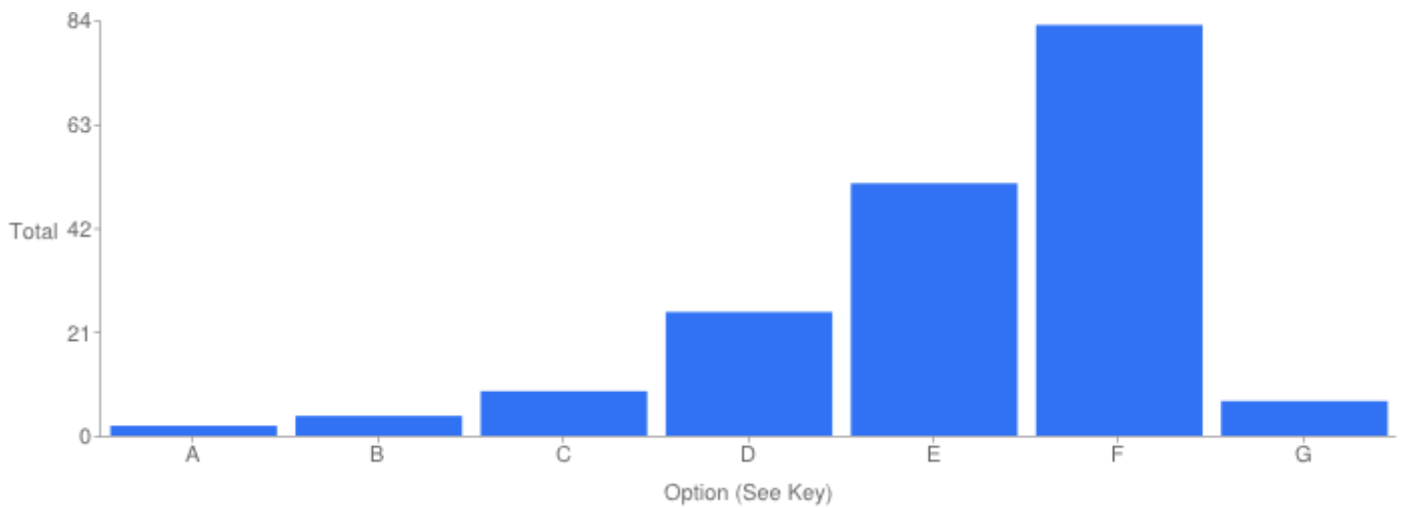


Key	Option	Total	Percent of All
A	Male	71	39.23%
B	Female	102	56.35%
C	Transgender	0	0%
D	Not Answered	8	4.420%

There are no responses to this part of the question.

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

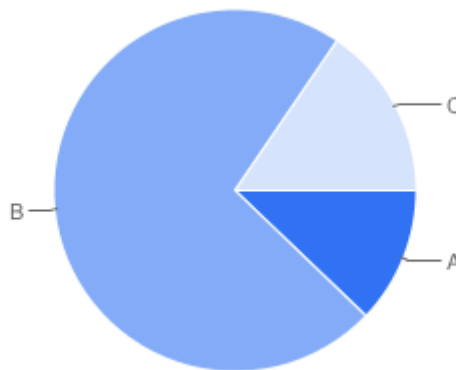
Table of "Q20"



Key	Option	Total	Percent of All
E	White and Balck African	0	0%
F	White and Asian	0	0%
G	Any other mixed background	1	0.5525%
H	Indian	4	2.210%
I	Sikh	0	0%
J	Pakistani	5	2.762%
K	Bangladeshi	0	0%
L	Any other Asian background	0	0%
M	Caribbean	6	3.315%
N	African	0	0%
O	Any other Black background	0	0%
P	Chinese	0	0%
Q	Other	0	0%
R	Not Answered	5	2.762%

Question 23: Do you have a disability?

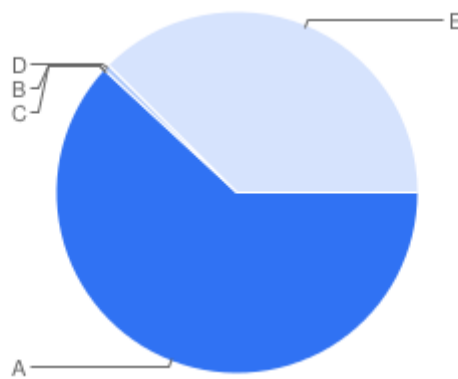
Table of "Q22"



Key	Option	Total	Percent of All
A	Yes	22	12.15%
B	No	131	72.38%
C	Not Answered	28	15.47%

Question 24: Sexual Orientation, are you?

Table of "Q23"



Key	Option	Total	Percent of All
A	Heterosexual/Straight	112	61.88%
B	Gay	0	0%
C	Lesbian	0	0%
D	Bisexual	1	0.5525%
E	Not Answered	68	37.57%