

Bereavement Services Service User Questionnaire 2016 (Quarter 3): Summary report

This report was created on Monday 03 October 2016 at 13:09.

The consultation ran from 01/07/2016 to 30/09/2016.

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Question 1: What is your name?

Name

There were **12** 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.

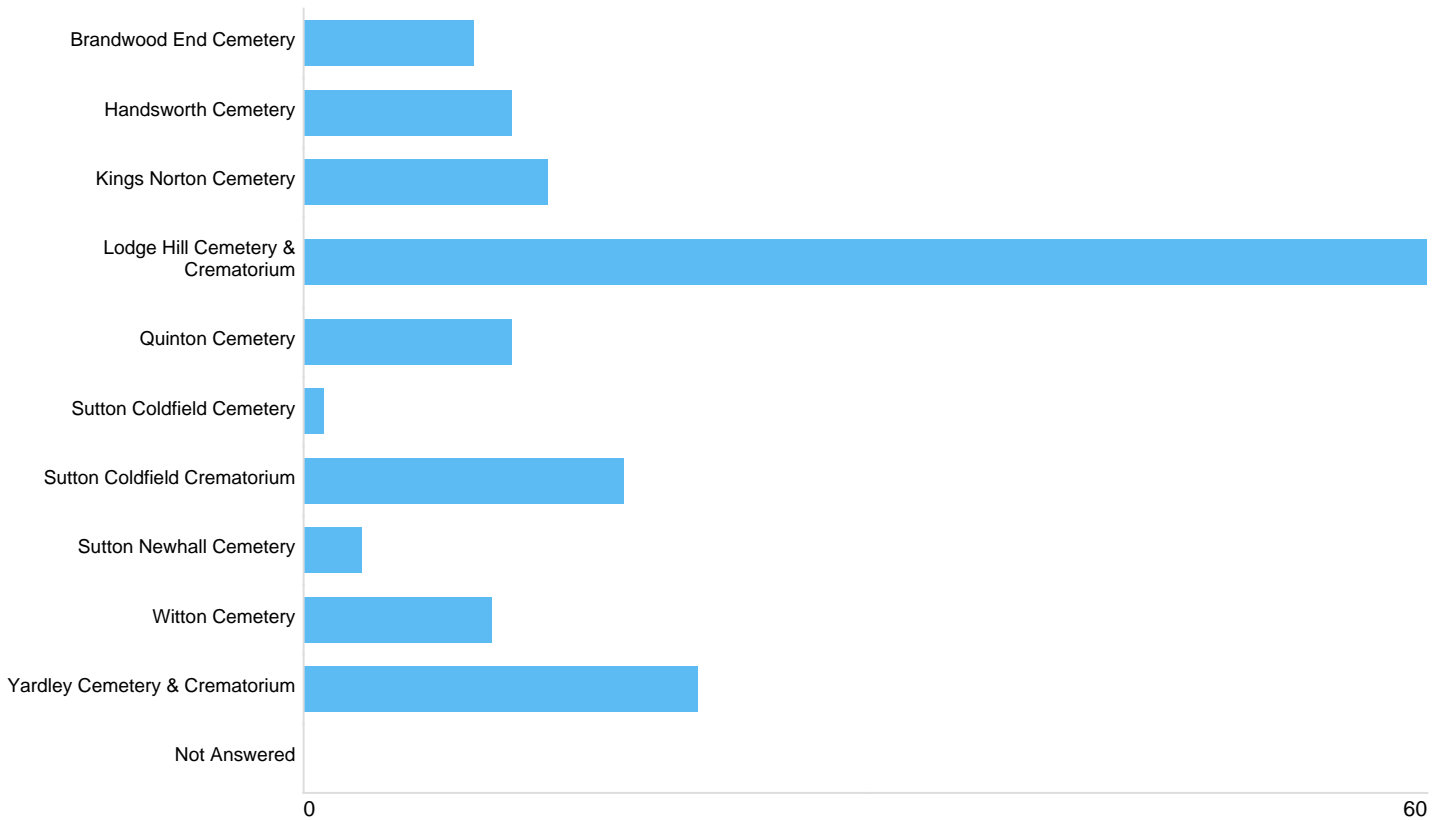
Question 3: What is your organisation?

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?

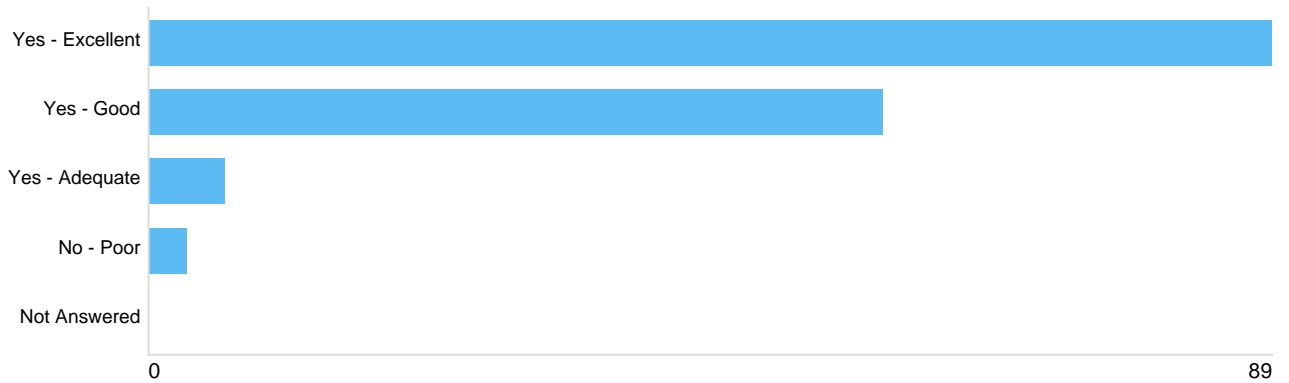
Q



Option	Total	Percent
Brandwood End Cemetery	9	5.77%
Handsworth Cemetery	11	7.05%
Kings Norton Cemetery	13	8.33%
Lodge Hill Cemetery & Crematorium	60	38.46%
Quinton Cemetery	11	7.05%
Sutton Coldfield Cemetery	1	0.64%
Sutton Coldfield Crematorium	17	10.90%
Sutton Newhall Cemetery	3	1.92%
Witton Cemetery	10	6.41%
Yardley Cemetery & Crematorium	21	13.46%
Not Answered	0	0%

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

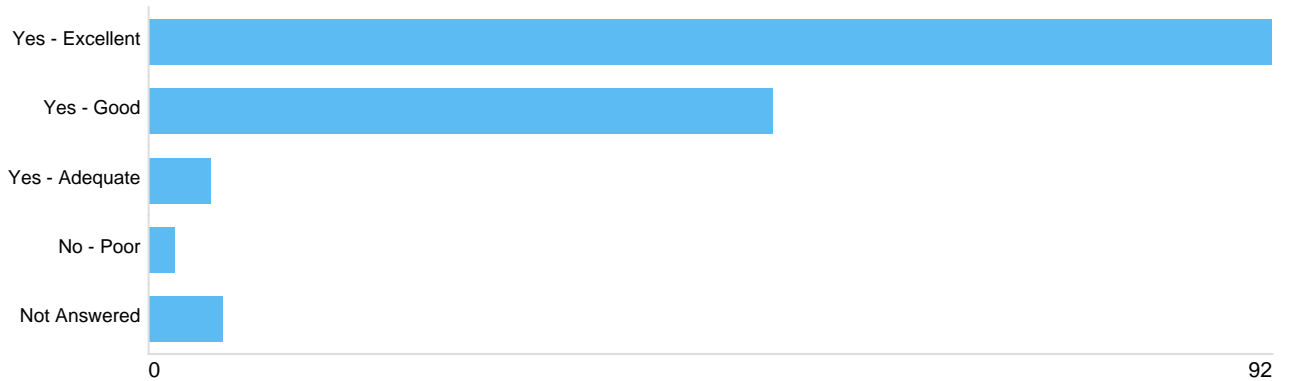
Q4



Option	Total	Percent
Yes - Excellent	89	57.05%
Yes - Good	58	37.18%
Yes - Adequate	6	3.85%
No - Poor	3	1.92%
Not Answered	0	0%

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

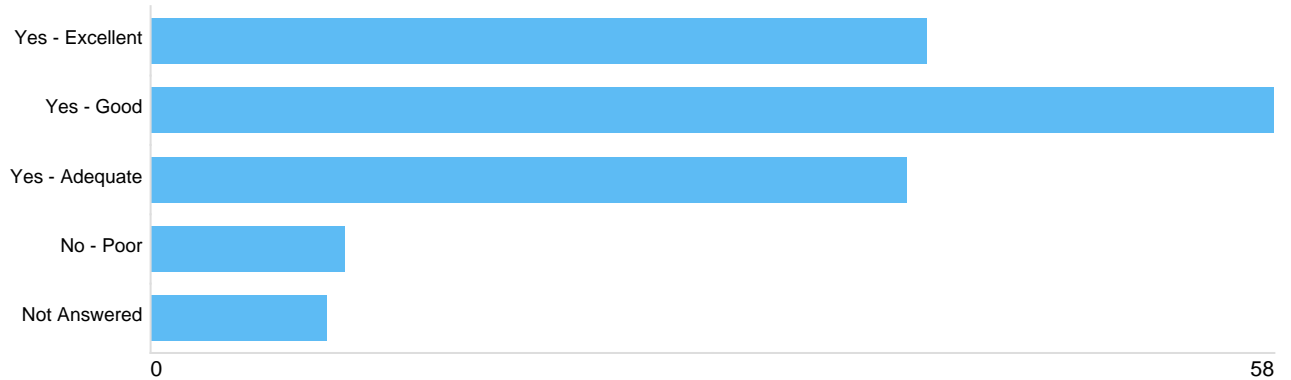
Q5



Option	Total	Percent
Yes - Excellent	92	58.97%
Yes - Good	51	32.69%
Yes - Adequate	5	3.21%
No - Poor	2	1.28%
Not Answered	6	3.85%

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

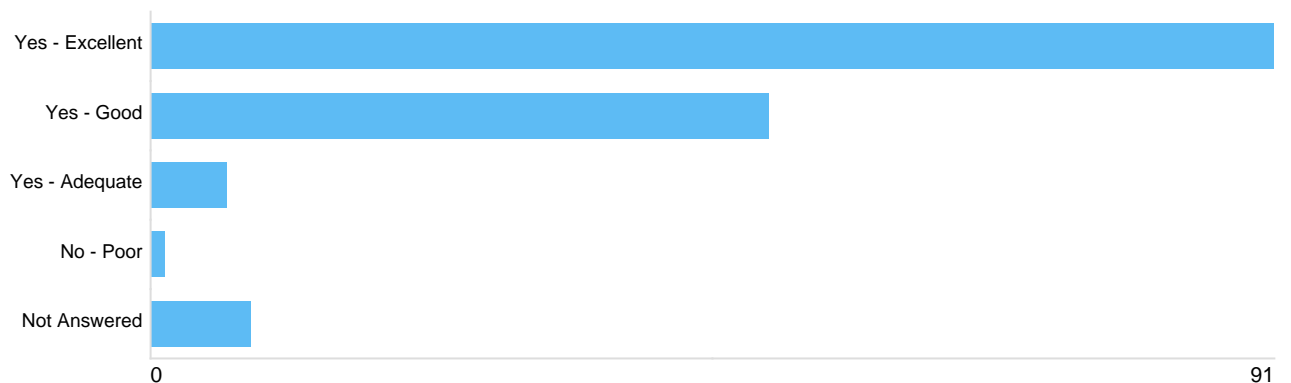
Q6



Option	Total	Percent
Yes - Excellent	40	25.64%
Yes - Good	58	37.18%
Yes - Adequate	39	25.00%
No - Poor	10	6.41%
Not Answered	9	5.77%

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

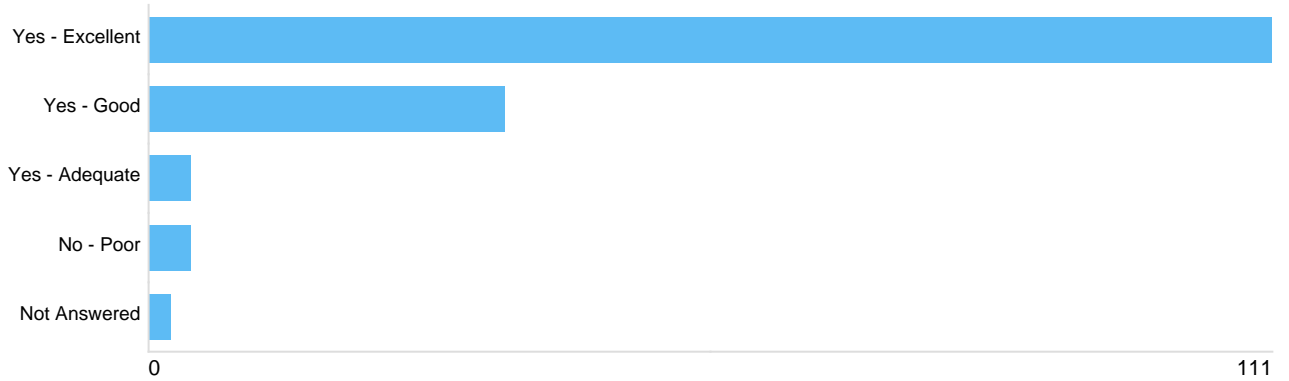
Q7



Option	Total	Percent
Yes - Excellent	91	58.33%
Yes - Good	50	32.05%
Yes - Adequate	6	3.85%
No - Poor	1	0.64%
Not Answered	8	5.13%

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

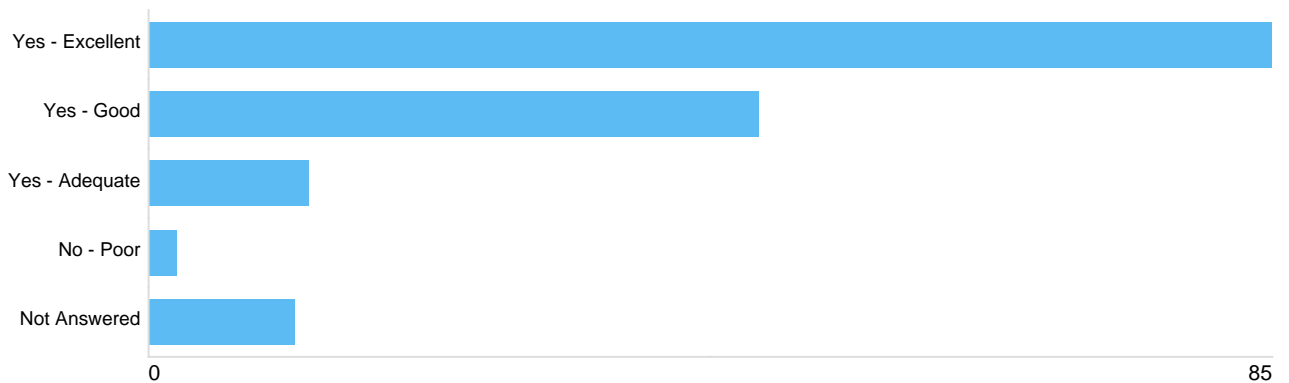
Q8



Option	Total	Percent
Yes - Excellent	111	71.15%
Yes - Good	35	22.44%
Yes - Adequate	4	2.56%
No - Poor	4	2.56%
Not Answered	2	1.28%

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

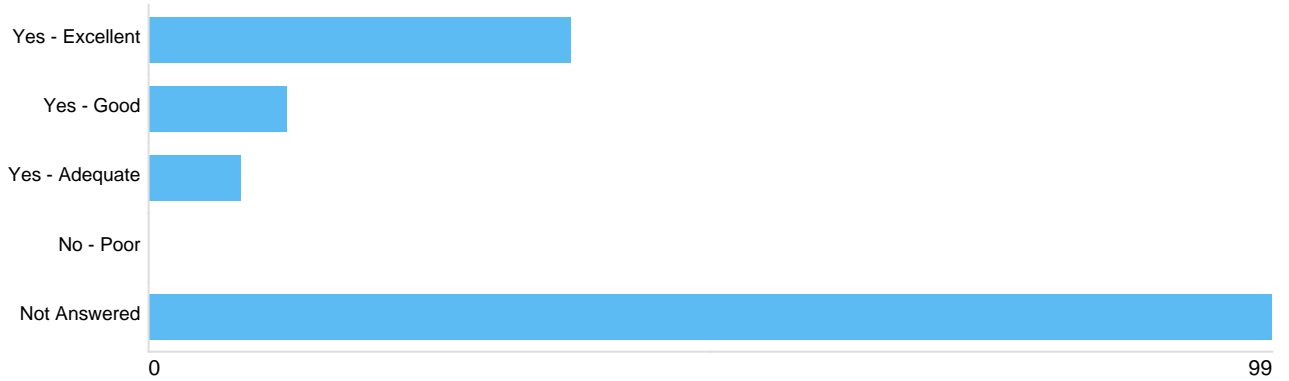
Q9



Option	Total	Percent
Yes - Excellent	85	54.49%
Yes - Good	46	29.49%
Yes - Adequate	12	7.69%
No - Poor	2	1.28%
Not Answered	11	7.05%

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

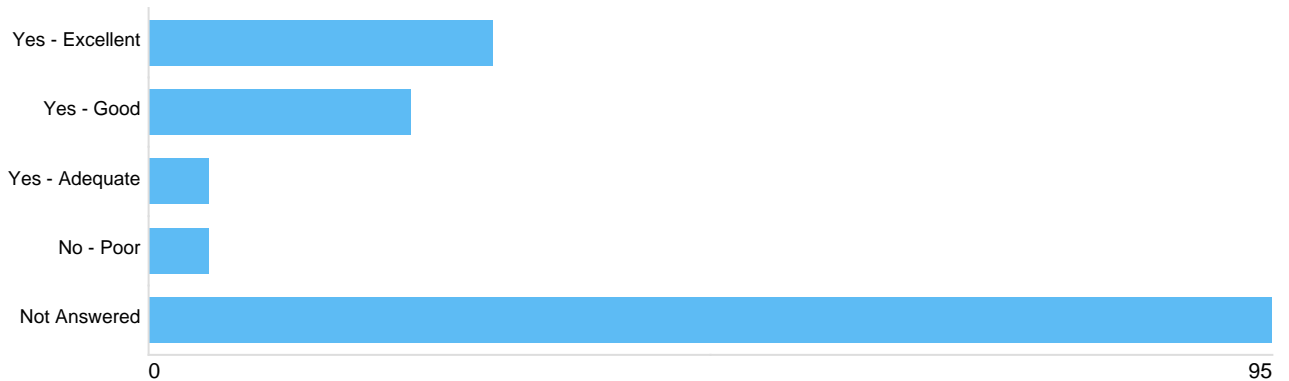
Q10



Option	Total	Percent
Yes - Excellent	37	23.72%
Yes - Good	12	7.69%
Yes - Adequate	8	5.13%
No - Poor	0	0%
Not Answered	99	63.46%

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

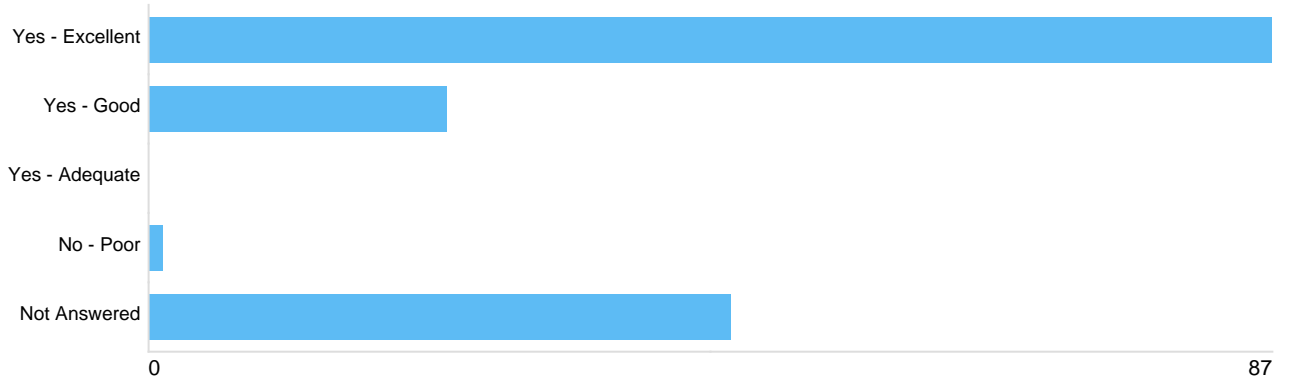
Q11



Option	Total	Percent
Yes - Excellent	29	18.59%
Yes - Good	22	14.10%
Yes - Adequate	5	3.21%
No - Poor	5	3.21%
Not Answered	95	60.90%

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

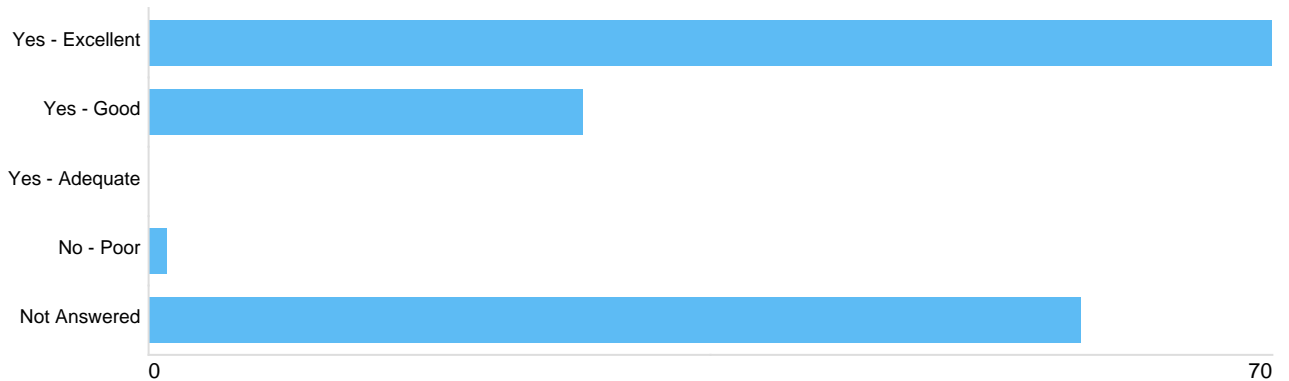
Q12



Option	Total	Percent
Yes - Excellent	87	55.77%
Yes - Good	23	14.74%
Yes - Adequate	0	0%
No - Poor	1	0.64%
Not Answered	45	28.85%

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

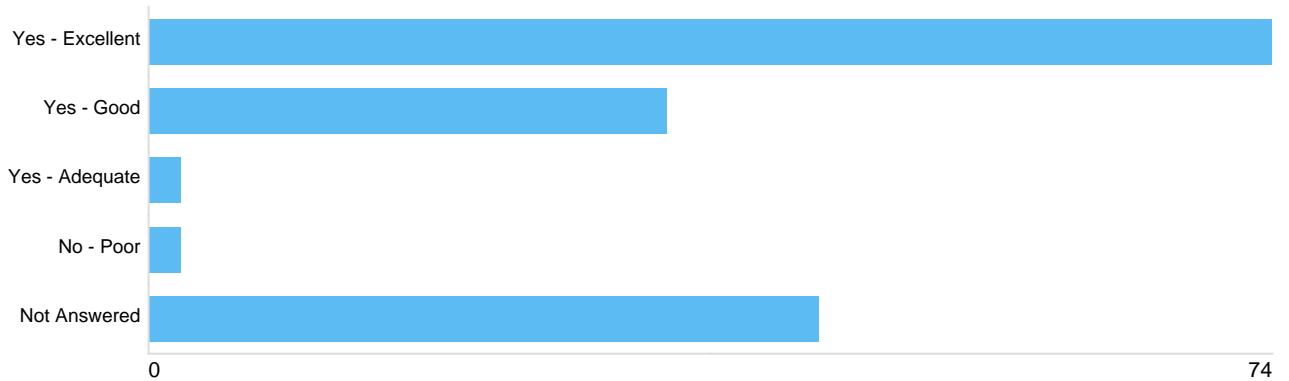
Q13



Option	Total	Percent
Yes - Excellent	70	44.87%
Yes - Good	27	17.31%
Yes - Adequate	0	0%
No - Poor	1	0.64%
Not Answered	58	37.18%

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

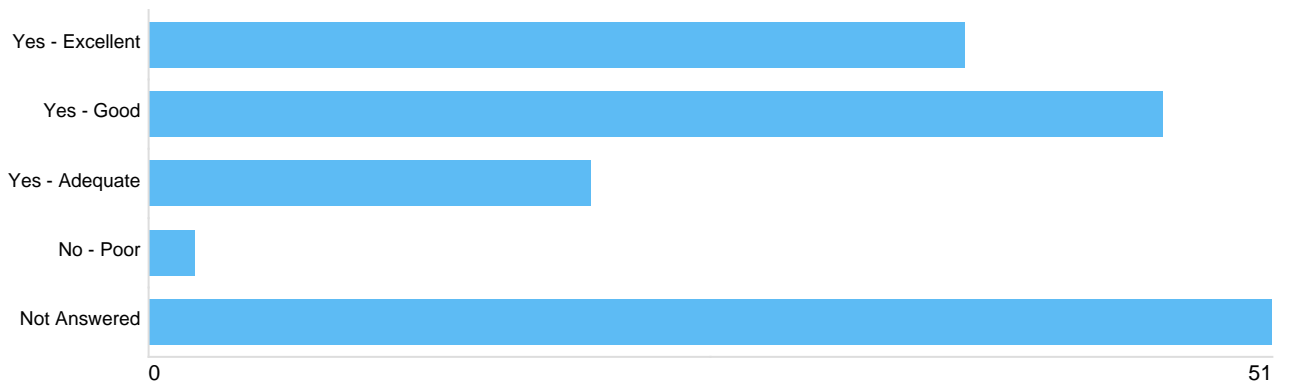
Q14



Option	Total	Percent
Yes - Excellent	74	47.44%
Yes - Good	34	21.79%
Yes - Adequate	2	1.28%
No - Poor	2	1.28%
Not Answered	44	28.21%

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

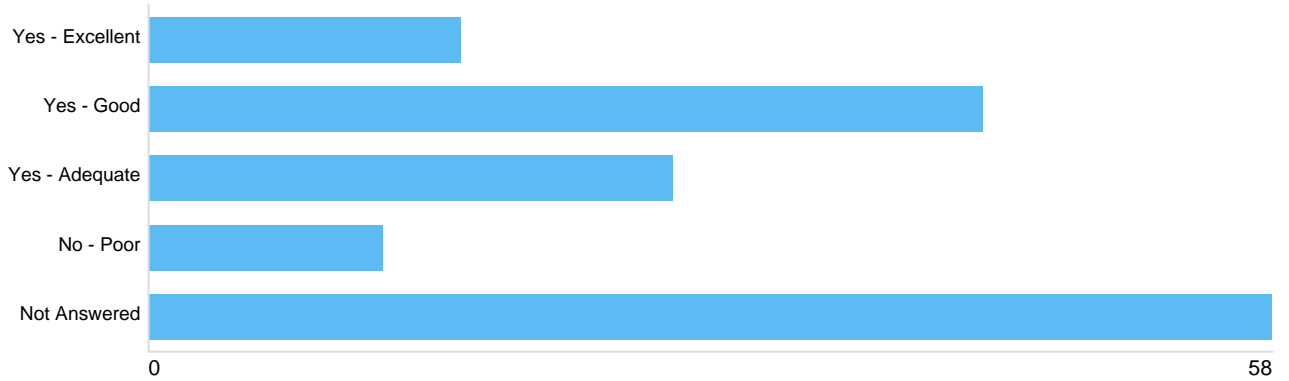
Q15



Option	Total	Percent
Yes - Excellent	37	23.72%
Yes - Good	46	29.49%
Yes - Adequate	20	12.82%
No - Poor	2	1.28%
Not Answered	51	32.69%

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

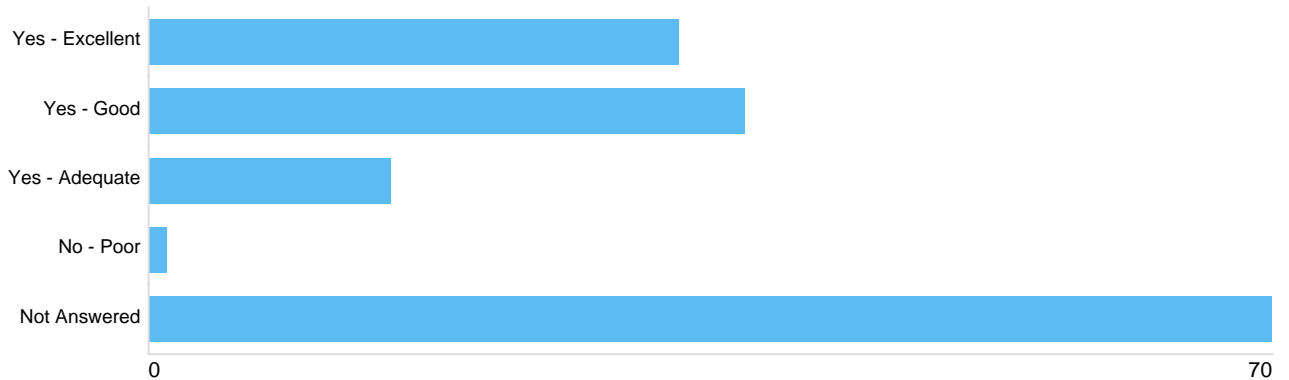
Q16



Option	Total	Percent
Yes - Excellent	16	10.26%
Yes - Good	43	27.56%
Yes - Adequate	27	17.31%
No - Poor	12	7.69%
Not Answered	58	37.18%

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	33	21.15%
Yes - Good	37	23.72%
Yes - Adequate	15	9.62%
No - Poor	1	0.64%
Not Answered	70	44.87%

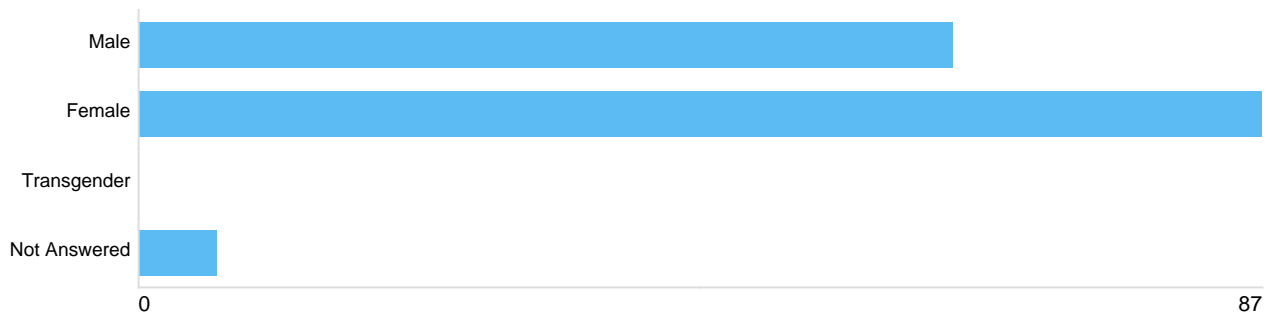
Question 19: We will do everything practicable to ensure that the service provided by Bereavement Services is satisfactory and meet our Service Users requirements. Please tell us below your comments/suggestions relating to the service. If there are any queries or issues that you would like a formal response 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 **60** 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



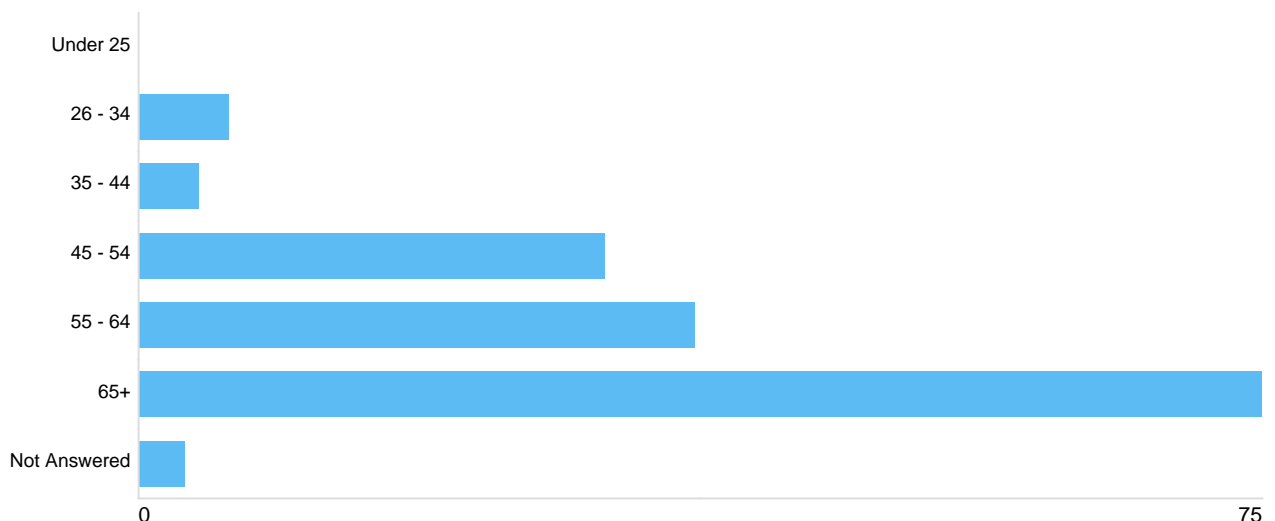
Option	Total	Percent
Male	63	40.38%
Female	87	55.77%
Transgender	0	0%
Not Answered	6	3.85%

Q19

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

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

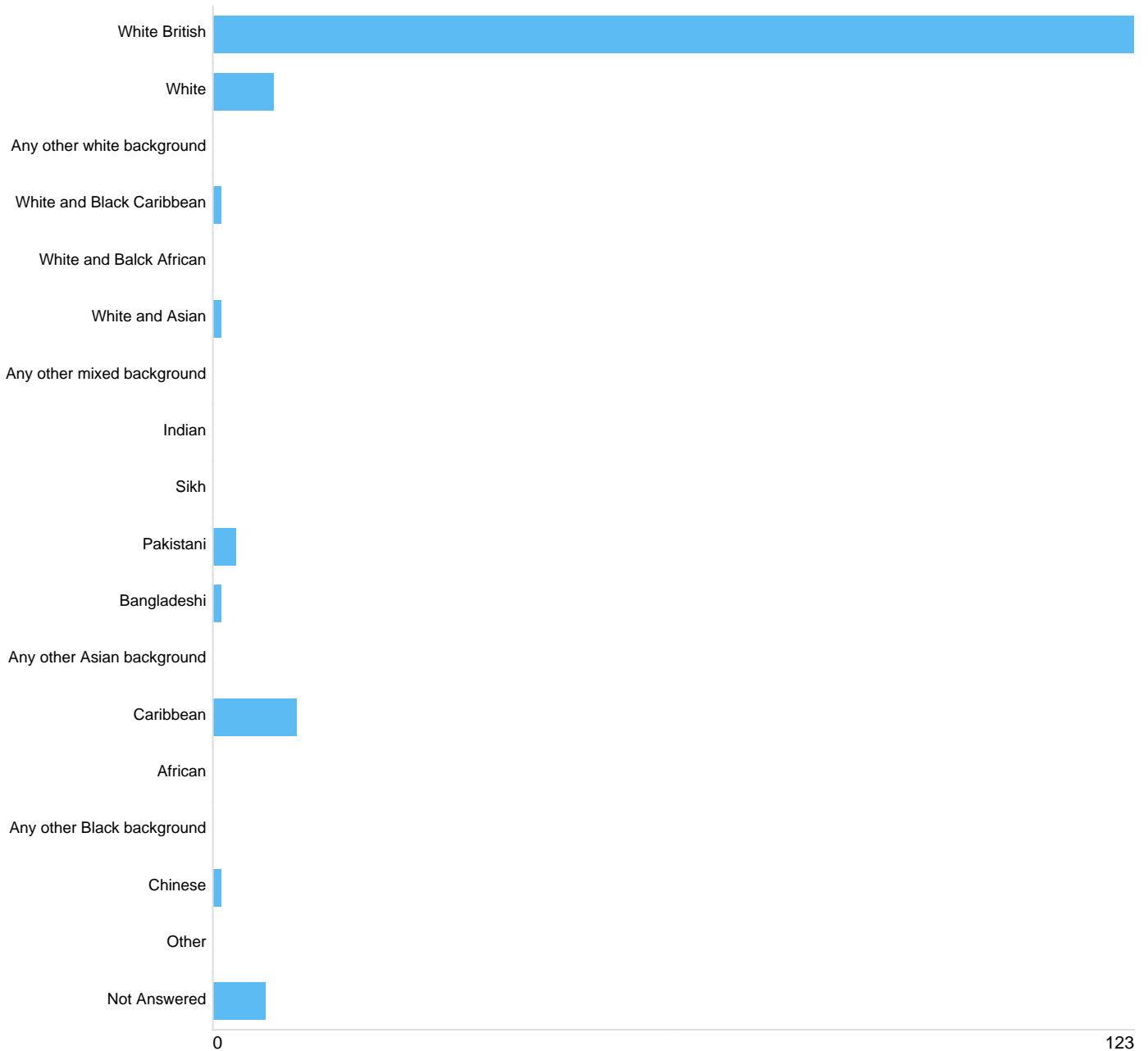
Q20



Option	Total	Percent
Under 25	0	0%
26 - 34	6	3.85%
35 - 44	4	2.56%
45 - 54	31	19.87%
55 - 64	37	23.72%
65+	75	48.08%
Not Answered	3	1.92%

Question 22: Are you?

Q21



Option	Total	Percent
White British	123	78.85%
White	8	5.13%
Any other white background	0	0%
White and Black Caribbean	1	0.64%
White and Balck African	0	0%
White and Asian	1	0.64%
Any other mixed background	0	0%
Indian	0	0%
Sikh	0	0%
Pakistani	3	1.92%
Bangladeshi	1	0.64%
Any other Asian background	0	0%
Caribbean	11	7.05%
African	0	0%
Any other Black background	0	0%
Chinese	1	0.64%
Other	0	0%
Not Answered	7	4.49%

Question 23: Do you have a disability?

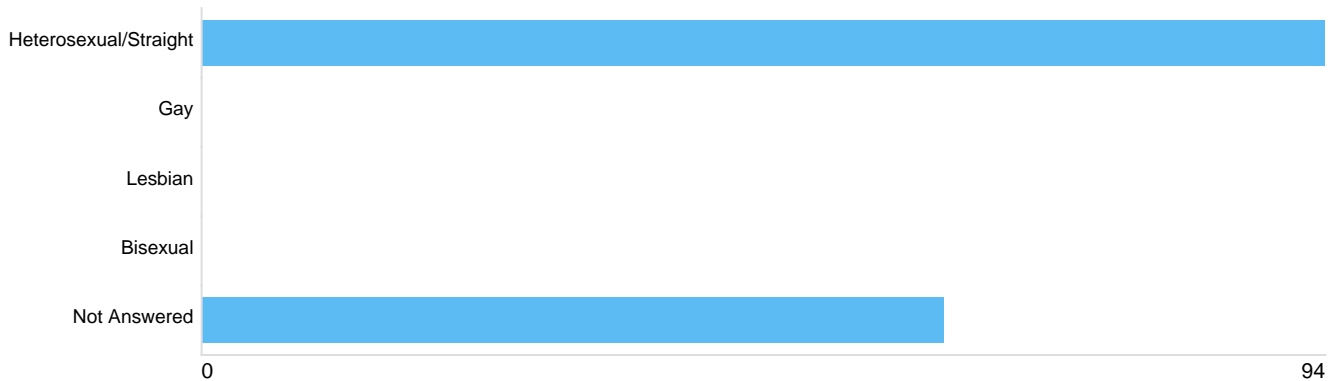
Q22



Option	Total	Percent
Yes	20	12.82%
No	107	68.59%
Not Answered	29	18.59%

Question 24: Sexual Orientation, are you?

Q23





Option	Total	Percent
Heterosexual/Straight	94	60.26%
Gay	0	0%
Lesbian	0	0%
Bisexual	0	0%
Not Answered	62	39.74%