

Report of the Interim Deputy Chief Executive

CHRISTMAS SERVICE OF REMEMBRANCE 2018

1. Purpose of report

To provide members with a report on the Christmas Service of Remembrance held on Sunday, 2 December 2018. This is part of providing professional, compassionate and sensitive bereavement services.

2. Background

Each year Bramcote Crematorium holds at least one Service of Remembrance. This is to provide comfort and reassurance to the bereaved, promote the crematorium, bereavement services and its work, and to gain valuable customer feedback at a time when it is appropriate to do so.

3. Detail

Detail is given in the appendix.

4. Financial implications

The cost of providing the Service of Remembrance was approximately £360 and was contained within existing budgets.

Recommendation

The Joint Committee is asked to NOTE this report.

Background papers

Nil

APPENDIX**Annual Christmas Service of Remembrance 2018**

The annual Christmas Service of Remembrance was held on Sunday, 2 December 2018.

The service was attended by 152 members of the public. Members of the public were invited to light a candle in memory of loved ones, and loved ones names were read out during the service. Children were provided with an activity pack to keep them entertained throughout the service and all those who attended were given a Christmas pen.

The time of the service this year was altered to the morning, with the chapel opening at 10.15am and the service beginning at 11am. The majority of people were happy with this change, although a couple of comments have been received from those who prefer the service to be held in the afternoon.

The service itself was led by Reverend Michael Grantham, with performances of Have Yourself a Very Merry Christmas and Walking in a Winter Wonderland sung by Janine and Lyndsay. The hymn sung by the congregation was O Little Town of Bethlehem, and Joanne from Gillotts Funeral Directors read a short piece entitled Pennies from Heaven.

Names of loved ones were read out during the Act of Remembrance by Andy Hands from Bramcote Crematorium and Richard and Jane from A W Lymn.

The atmosphere was positive and relaxed and many people stayed after the service for refreshments including cakes and mince pies.

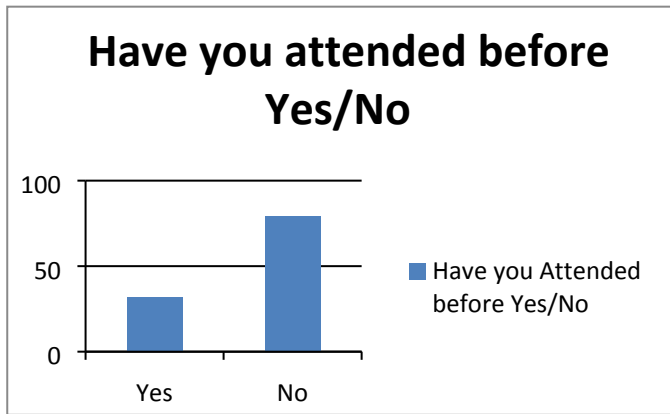
The Memory Christmas Tree has been put up in the Book of Remembrance Room and members of the public were invited to add a tag to the tree in memory of loved ones. The tree remained in place throughout December and is always popular.

Donations collected as at 10 December 2018 amounted to £269.84. The final amount collected will be donated to Age Concern.

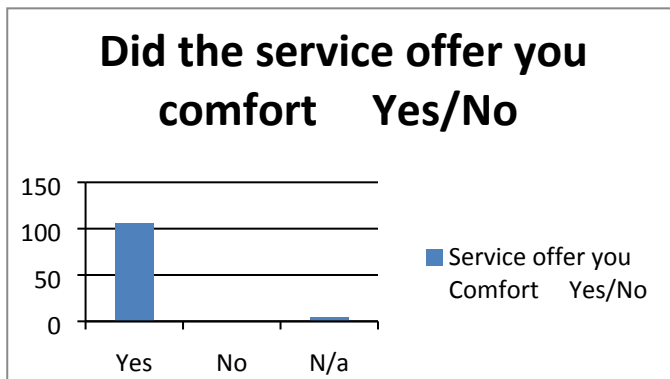
Customer Survey Results

Customer surveys were handed out with the Order of Service. A total of 111 surveys were returned; the results of these are shown below:

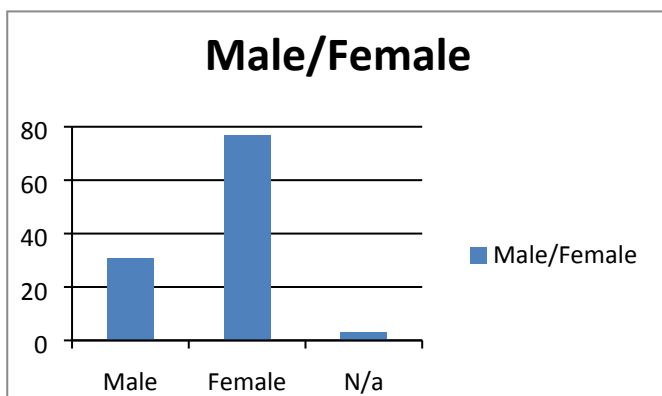
	Have you attended before
	Yes/No
Yes	32
No	79



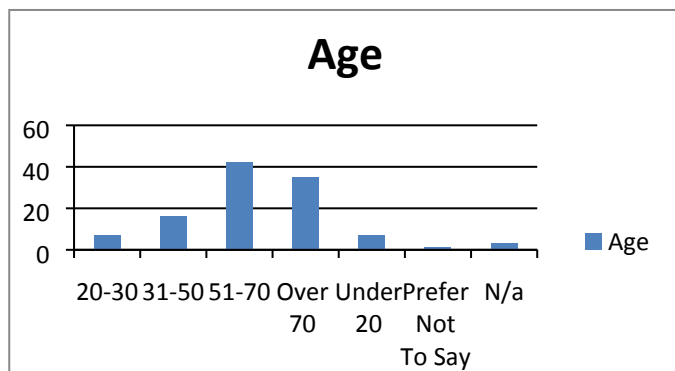
Did the service offer you Comfort	
Yes/No	
Yes	106
No	0
N/a	5



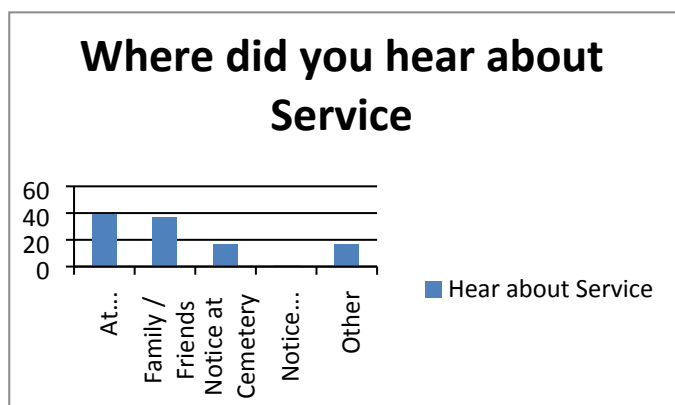
Male/Female	
Male	31
Female	77
N/a	3



	Age
20-30	7
31-50	16
51-70	42
Over 70	35
Under 20	7
Prefer Not To Say	1
N/a	3



	Where did you hear about Service
At Bramcote Crematorium	39
Family / Friends	37
Notice at Cemetery	17
Notice in Funeral Directors	1
Other	17



Attendees were also invited to provide any comments. The vast majority of comments were positive with individual staff members also receiving compliments. The comments are detailed below:

A good opportunity for a meaningful remembrance of loved one at this time
A lovely and poignant opportunity to remember my mum today

A nice memorial service
All the grounds, chapels are good and leave you feeling peaceful, keep up the good work - thank you
All very well presented and the gift we receive is an extra special comfort. More seating would always benefit everyone
All well maintained and presented very well
Always a lovely service thank you
Always a lovely service brings me a lot of comfort; staff have always got time for you. You all do a really good job
Always beautifully kept and maintained
Always lovely atmosphere and comforting lovely service and nice surrounding area
Beautiful service....as always
Been coming 16 years now, love it
Bramcote and the staff are fantastic what more can I say
Candles were amusing while on fire, singing was bad but enjoyable
Chapel too small. Website not up to date. Toilet facilities too small. Too draughty in winter. Postcode not accurate for turning into the grounds
Decent, very good, gardens and staff also very good
Everything is a picture at Christmas - well done
Everything always looks very nice, a lovely service
Everything looks and feels comforting and friendly, clean and friendly staff
Everything perfect
Everywhere very clean and tidy, staff very pleasant and helpful
Excellent
First time, will come again. Enjoyed the service. Merry Christmas to all
First time at service, very good, lovely to come when no one has died, enjoyed
For families who live at a distance, the service at 11am makes it very difficult for travel, we had to leave at 5.30 am to get here. Lunchtime is better. Website was very confusing to start with. Not enough toilets. Would prefer more carols and fewer songs
Great service presented well by all staff, special thanks to Sally on the candles making it nice to remember loved ones
I always find the grounds and surrounding peaceful. I could not offer any other advice, as I feel the whole area peaceful and sensitive
I feel very attached to this crematorium and it is very well run, all staff are pleasant / friendly, the chapels are spot on, where they are modern and clean they are also comforting and at these services everyone is community / family spirited. Thank you for all the hard work everyone does, it makes me feel much closer to my passed family.
I find both bereavement services (spring and winter) a great help in getting through the grieving time when you've lost family and partners. So good to reflect on happy times spent together
I find Bramcote very peaceful and welcoming
I find the service nice and relaxing
I think it is looked after very well thank you
I think it's nice, not too much
I think these meetings should be carried on as it is very comforting

I think you provide a great service for the bereaved, after being married for over 60 years to my late wife I derive much comfort from this service, thank you very much, a Happy Christmas to you all and all the best in 2019
I would like to see the Children's area looking more child friendly
It was so so nice to see Sally and Caroline
It's a real pleasure to attend this service, both the service and staff make us very welcome. Thank you for a lovely time
Me and my family have been coming for past few years, we enjoy the service, songs and last year my 5 year old son lit the candle which meant a lot to me, him being part of the service. We love taking part in leaving a note on the tree and having a walk round the grounds
Most pleasant to come to and well looked after

(Please note that the two comments made re toilet facilities may relate to the fact that one set of toilet facilities was out of action on the day due to refurbishment works)