

Report of the Interim Deputy Chief Executive

CHRISTMAS SERVICE OF REMEMBRANCE 2019
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1. Purpose of the report

To provide members with a report on the Christmas Service of Remembrance held on Sunday 1st December 2019. 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 £320.00 and was contained within existing budgets.

<u>Recommendation</u>

The Joint Committee is asked to NOTE this report.
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Background papers

Nil

APPENDIX

Annual Christmas Service of Remembrance 2019

The annual Christmas Service of Remembrance was held on Sunday 1st December 2019.

The service was attended by 164 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 that 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 service itself was led by Reverend Michael Grantham, with performances of Christmas songs sung by chaos. The Hymns sung by the congregation. Names of loved ones were read out during the Act of Remembrance by Joanne from Gillotts Funeral Directors 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 will remain in place throughout December and is always popular.

Donations collected as at 16th December 2019 for The Good Grief Charity is £279.00.

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:-

Lovely Grounds and well-kept Crematorium
Poignant opportunity to remember my family today
Lovely memorial service
Nice service in the Serenity chapel left you feeling peaceful, keep up the good work - thank you
All very well presented and the gift we receive is an extra special comfort
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
Bramcote and the staff are fantastic what more can I say
Candles holders all looked amazing in the glass cups
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
Chaos is amazing would like to hear more Christmas songs
Christmas Concert next year would be great in the chapel