

# borders CREMATORIUM

NEWSLETTER

APRIL 2018



The purpose of this newsletter is to bring you up to date information about what is happening at the Crematorium and also equally as important, an opportunity for you to provide feedback on the service we provide.

## FIRSTLY & MOST IMPORTANTLY

We would like to take this opportunity to thank you all for your continued support & business for the past 7 years. We truly appreciate the confidence you place in us and we look forward to working with you and providing you with the best possible service in the future.

Since opening on the 13<sup>th</sup> December 2011 we have undertaken almost 4500 Cremation Services and continue to be overwhelmed with the level of gratitude we have received from the families we have been privileged to serve. It is our intention to continue to provide a level of service befitting the families of the Borders and further afield. With your continued help, advice and professionalism (and a little humour) we are proud to say we have gone from strength to strength. Thank you

## NEW ORGANIST

We are delighted to welcome to the team – a new organist; David Philp. David joins us from the linked parishes of Eyemouth, Coldingham and St. Abbs. We very much look forward to working with him.

## ONLINE BOOKING

Our Online booking is live and the feedback from all Funeral Directors who have used the service has been extremely positive. If you would like further information or have any queries with regards the online booking system, please contact the office and we can guide you through the process



## DATES FOR THE DIARY

**CREMATORIUM OPEN DAY**  
Saturday 18<sup>th</sup> August 10.00am – 12.00am

**ANNUAL MEMORIAL SERVICE**  
THURS 6<sup>TH</sup> DEC 6.00PM – 7.00PM



## ADVERSE WEATHER



The start to 2018 proved to be somewhat challenging, weather wise. We would like to thank all the Funeral Directors who helped us to ensure that families suffered as little disruption as possible. We managed to keep the Crematorium open for families who were able to reach us.

## FUNERAL DIRECTORS FORUM

We will be holding a Funeral Directors Forum to discuss the Burial & Cremation (Scotland) Act 2016, once the Scottish Government have agreed to release both the Guidance Notes and new Cremation Forms. Hopefully, this should be approved in the next few months, an E-mail invitation will be sent advising of the date & time of the meeting.

## GARDENS OF REMEMBRANCE

Our Garden of Remembrance is becoming increasingly popular with families looking for a beautiful, tranquil setting to lay their loved ones to rest. We offer a range of traditional and contemporary memorials as well as living memorials such as trees. Memorials are personal to you and your memorial should reflect this, helping to remember and celebrate a person's life. We understand that choosing a memorial is often an emotional and difficult decision to make, however we are here to offer any assistance and advice you may need

## MEMORIAL SERVICE

We are delighted to announce that Rev. Michael Scoular, Chaplain to the Borders General Hospital and NHS Borders has accepted our invitation to conduct our Annual Memorial Service for 2018, this will be held on Thursday 6<sup>th</sup> December from 6.00pm -7.00pm, this is a time for families & friends to come together to reflect & remember their loved ones.



During our annual Memorial Service in Dec 2017 we presented a cheque for £6319.01 to our adopted charity "The Lavender Touch", who support people with cancer living in the Scottish Borders. The funds were raised by sensitive recycling of Metal residues. Since 2009 the Westerleigh Group have donated in excess of £300,000 to charities and good causes and we are grateful to all the families who allow us to carry this out





## WESLEY MEDIA

Wesley Media will endeavour to supply any pieces of music required for a service, provided they are currently commercially available and we have ordered the music at least 48 working hours (ideally 72 hours) before the service.

The following information **must** be supplied to ensure your family gets exactly the music they wish.

<b>Popular Music</b>
<ul style="list-style-type: none"><li>• Name of Track</li><li>• Name of Artist</li></ul>
<b>Classical Music</b>
<ul style="list-style-type: none"><li>• Name of Piece</li><li>• Composer</li><li>• Movement/Act</li><li>• Orchestra/Performer/Conductor</li></ul>

You can view which pieces of music we currently hold in our library through the following link <http://www.wesleymedia.co.uk/library/central.php> Click on "Client General Libraries," select "Borders Crematorium."

Tracks shown in the Wesley General Library may not be in Borders Library & will still require the minimum 48 hours to order.

In addition to the music, Wesley Media also provide us with audio visual recordings such as Webcasts, USB Sticks, DVD's & CD's (a minimum of 48 working hours' notice also required). This can provide an excellent service for families unable to attend the Crematorium on the day.



## BORDERS CREMATORIUM WEBSITE

Our website is full of information about the service we provide and Memorials available in our Garden of Remembrance.

[www.borderscrem.co.uk](http://www.borderscrem.co.uk)

## DEFIBRILLATOR

We have had a defibrillator installed, this is located in the office.

## OPEN DAY

We held our annual Open Day on Saturday 2<sup>nd</sup> September 10.00-12.00. this was a well-attended event giving members of the public a chance to see behind the scenes at the Crematorium, and an opportunity to ask members of the team lots of questions



*As always, if you have any comments or suggestions on the service you receive, we always welcome feedback. We want to anticipate people's needs and be open minded about what services we should provide. People's expectations are always changing and we must strive to keep up with, if not ahead of their demands.*

*With Best Wishes*

*George, Judith, Sandra & Gavin*

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 **westerleigh**  
GROUP  
*Empathy, care and understanding*