

VALE ROYAL



Empathy, care and understanding

Crematorium Newsletter #2

August 2017

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

Welcome to our second Newsletter. We are privileged to announce that we have recently celebrated our 3rd Birthday and in this time we have hosted over 3000 services.

It is an honour to be able to provide such a needed service to the families of Northwich and the surrounding areas. We could not have achieved this huge milestone and to such a high standard without your help.

The staff at Vale Royal would like to thank you all.

Colleague open day

An informative session on cremation, music and tributes.

Sessions on 26/9 at 9:30 or 28/9 at 15:15.

Please contact the office if any of your staff would like to attend. This may be of particular use to your arrangers.

Book of Remembrance

This year we opened our Book of Remembrance for the first time. You can find it in the summer house, which is at the end of the floral tribute area. The Book of Remembrance is on display during the same hours as the Memorial Gardens, which includes Weekends.



Vale Royal Book of Remembrance is now fully open

Funeral Cars

Please could we remind all drivers that once their service has entered chapel, to park the hearse and/or limos at the far end of the floral tribute area.

This allows the congregation of that service to leave without disturbing the following service when it is their time to enter chapel. Thank you.

Screen photos

Whilst Wesley do charge an additional fee for displaying a single image on the chapel tribute screen, we are more than happy to continue to do this free of charge. However can we please ask that images are now provided ready to display and at least 9.30am the day before the service, as we can not guarantee that staff will have time to crop or edit the pictures.

Wesley Music Updated– Wesley Media have recently updated their website to be able to assist in querying your music, once ordered. All you need is to visit wesleymedia.co.uk, select 'Request Tracker' on the left navigation panel of the Wesley website, select Vale Royal Crematorium and enter your order number. This will return with the following information and the ability to listen to the track:

- Requested track name and artist,
- Track name and artist as listed on Wesley,
- Order status.

Track Requests						
Please note, these tracks are not in a specific order. Please be sure to specify with the venue the order in which these are to be played.						
For any queries regarding your tracks please call us on +44 (0)1536 314914						
Requested Track Title	Requested Artist Name	Wesley Track Title	Wesley Artist Name	Status	Duration	Play
Teenage Wastland	- The Who	Baba O'Riley	- The Who	● Track available at site	01:45	▶

New Donations Box Procedure

As some of you may be aware, we now have a new donations box procedure in place. This is to protect both crematorium staff and those of the Funeral Director. We are now using a locked box throughout the service.

Once the congregation has left and the doors are closed. The chapel attendant and someone from the Funeral Director's will unlock the box together, seal the box with a label and both sign to confirm the process has been done. The donations can then be taken in the white cardboard box.

New Memorial Stone

We now have a wall for plaques near to the book of remembrance ideally suited for families who have had ashes scattered on Davenham bank.



Facebook

Don't forget you can keep up to date with the very latest news at Vale Royal by following us on Facebook at: www.facebook.com/valeroyalcrem

Your Opinion required

We have received a small number of coffins with flags that have needed to be secured down with pins and had large flowers or other items on top. This has made it a bit more awkward and less discrete for us to check the name plate. Would it be an idea for an additional small name tag at either the head end or foot end of the coffin to assist in identifying the coffin.

FD Forum

We would like to hold our first FD Forum on November 2nd at 4pm. This is an opportunity to discuss any plans or improvements for the site. Please advise if you would like to attend.

Metal Recycling

We are excited to announce that this year we have raised £7933.47 via the metal recycling scheme, which will soon be distributed to various local charities.

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.

Best Wishes

Lindsey, Dave, Alan & Paul