



Rushcliffe
Oaks

Celebrating life and honouring every memory

Information for Funeral Directors



Rushcliffe Oaks

Information for Funeral Directors

Issued: November 2023

Contact Details

Telephone: 0115 914 8557

Email: info@rushcliffeoaks.co.uk

Postal address: Rushcliffe Oaks, Main Road, Stragglethorpe, Nottingham, NG12 2PY

Opening Hours

Office: Monday to Thursday (*except Bank Holidays*): 9.00am – 5.00pm.
Friday (*except Bank Holidays*): 9.00am – 4.30pm.

Memorial Grounds: Pedestrian access to the memorial grounds is available all year round.
Access for vehicles is available during office hours (*as above*),
and from 9.00am – 5.00pm on Saturdays, Sundays, and Bank Holidays.

Service Times

Monday to Friday: Direct Cremations (*unattended*): 8.30am, 8.45am
Early Service: 9.30am
Full Services: 10.45am, 12.00pm, 1.15pm, 2.30pm, 3.45pm

The Rushcliffe Oaks Team



Rhonda Churchill
• Crematorium Manager



Clare Browne
• Senior Attendant



Tony Wilkins
• Attendant



Andrew Mark
• Attendant

All of our staff are also ICCM-qualified Cremation Technicians.

Welcome to Rushcliffe Oaks

Thank you for your interest in using our services and facility. Our intention is to work in partnership with you in providing the utmost care to your families as they celebrate their loved ones and grieve their passing.

This booklet includes information about various aspects of the crematorium, but primarily addresses the use of our online booking portal. If you have any questions about any other aspect of the operations of Rushcliffe Oaks, please do not hesitate to contact us using the details on the left.

Services Information

- Use of the crematorium for a Full Service or Committal is allocated for a period of one hour. This includes time taken for mourners to enter and exit and allows for a service time of up to a maximum of 45 minutes in the Ceremony Hall. If a longer service is required, additional time in the Ceremony Hall will need to be booked in advance.
- Direct Cremations may only be booked by prior agreement with the Rushcliffe Oaks office.
- If families wish to view the charging of the coffin into the cremator (*a witnessed charge*) this will need to be arranged with the Rushcliffe Oaks office in advance. A surcharge applies for witnessed charges accommodated into the 60 minutes of a Full Service allocation. For witnessed charges requiring a longer duration, additional time in the Ceremony Hall will need to be booked. The witnessing room can accommodate up to around 20 people, but has an optimal viewing capacity for approximately ten.

General Information

- The Ceremony Hall can seat up to 120 people, with further standing room in the entrance lobby for up to 80 additional guests. There are screens situated in the family room and in the entrance lobby, enabling those outside the Ceremony Hall to watch the service if required. The Porte Cochere also has external speakers. **If possible, please inform us in advance if you are aware that a funeral service may have a large attendance (120+).**
 - Coffins may be carried or wheeled into the Ceremony Hall. However, we do not provide additional bearers, so sufficient bearers must be provided to safely place the coffin onto the catafalque.
 - We have a dedicated Break Room for funeral staff to use while a service is taking place, including refreshment facilities and a television screen on which to monitor the service.
 - Our electric cremator can accommodate coffins up to 254kg in weight (40 stone). The maximum external coffin dimensions are 220cm long x 77cm wide x 60cm deep (7' x 30" x 23½") OR 220 x 100 x 53cm (7' x 39" x 20½"), including fittings. **If possible, please inform us in advance if you are aware that a coffin may weigh over 130kg (20 stone).**
 - Due to increased hazards, we are unfortunately unable to cremate banana leaf or sea-grass coffins. **Please also inform us in advance if you are aware that you will be bringing a cardboard or wicker coffin, or any other coffin with increased flammability.**
 - If you or your families would like to view the Ceremony Hall at Rushcliffe Oaks you will be very welcome. Please contact the office to make an appointment.
-

Booking a Cremation

Rushcliffe Oaks uses the Plotbox crematorium software system to manage funeral service allocations at the crematorium. Funeral Directors can provisionally book standard full and early service allocations by logging in to the rushcliffe.plotbox.io portal.

The time, date and service type can be selected and once the booking is received an email from Rushcliffe Oaks will be sent to confirm the booking.

Paperwork can be submitted by logging on to the portal and selecting the required appointment, then dropping scanned paperwork or completed digital PDF forms into the documents section. The Rushcliffe Oaks office will then be able to access the documentation immediately.

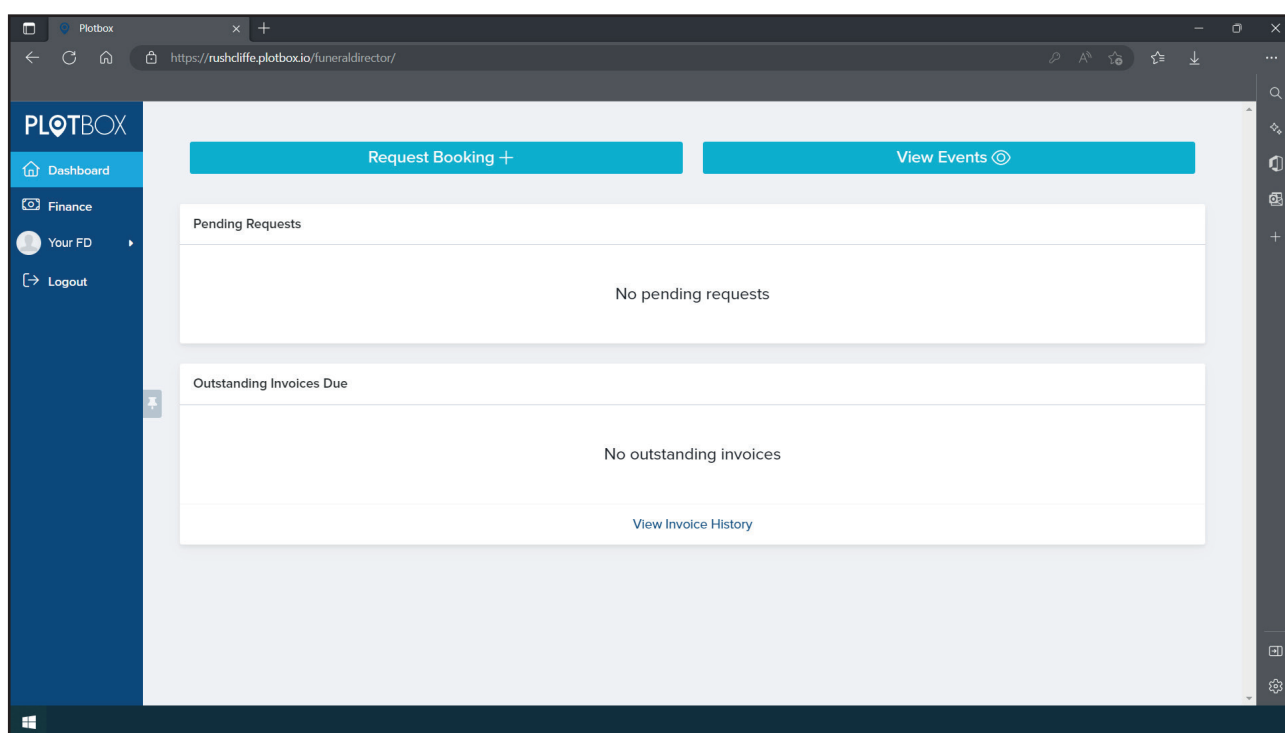
Should you or your staff wish to receive training on the use of the Plotbox system, please contact the office to arrange an appointment.

Setting up for first time use of the portal

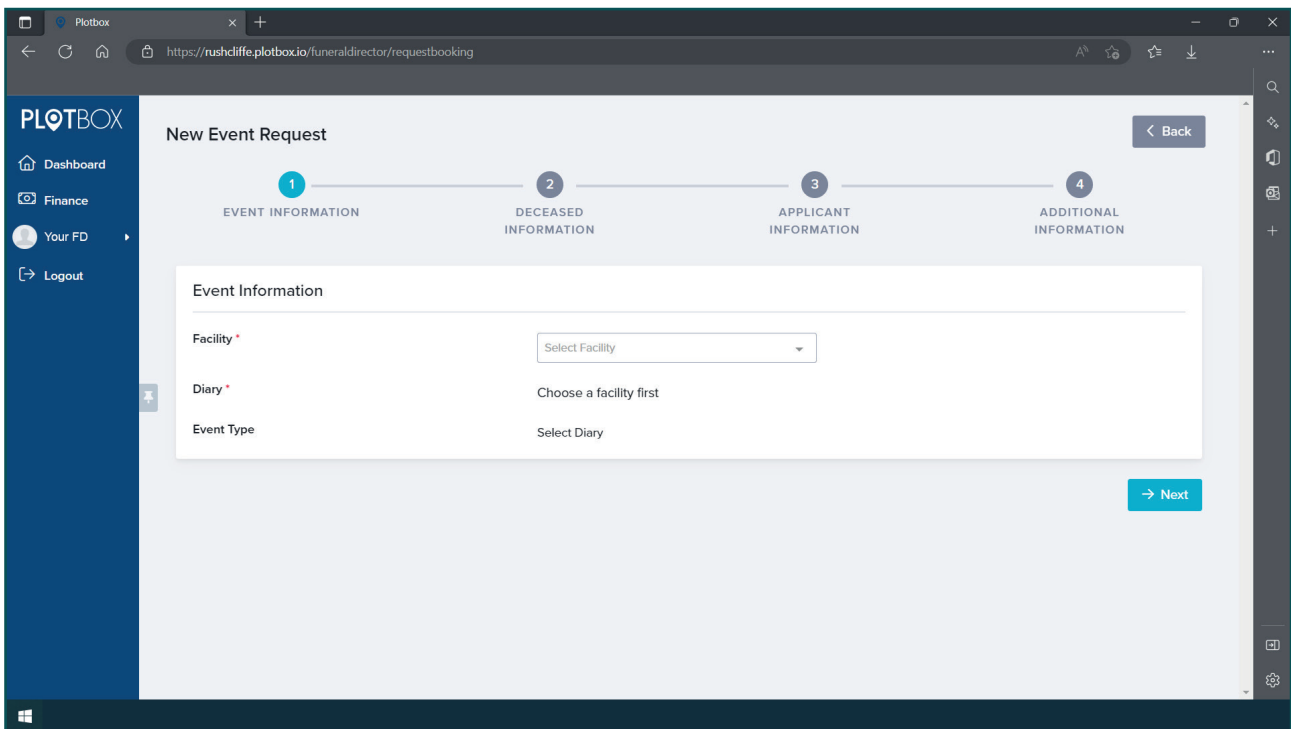
- Access the portal at <https://rushcliffe.plotbox.io>
- Click on 'Would you like to Sign Up?'
- Select the 'Funeral Director' role.
- Fill in your contact and account details, then click 'Register Account'.
- You will receive an email confirming your registration, and then a second email to tell you the account is live once the Rushcliffe Oaks team have enabled your account.

How to request a booking

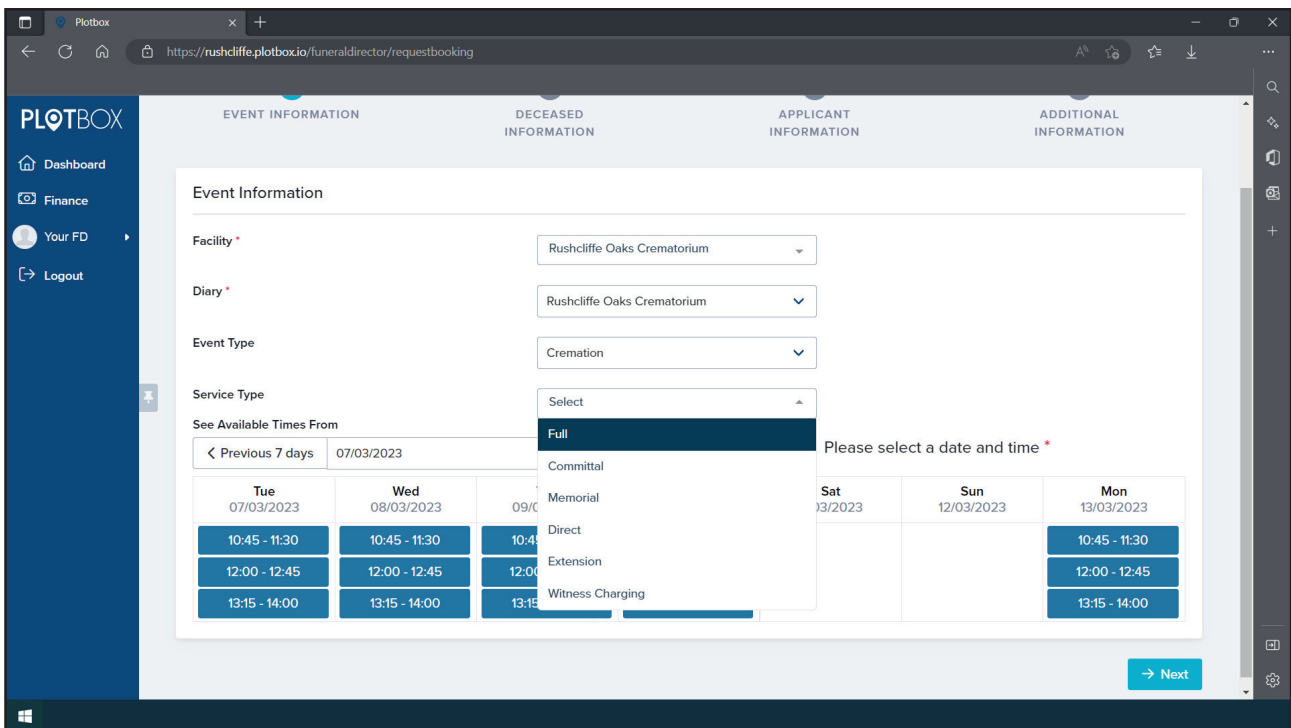
- Log into the portal. You will then see the following screen:



- Click the 'Request Booking' button at the top of the screen to open the booking form. Select the 'Rushcliffe Oaks Crematorium' facility and the 'Rushcliffe Oaks Crematorium' diary. Under Event Type select 'Cremation' for all cremation options, including funeral services. 'Service' should only be selected for memorial services where there will be no cremation.

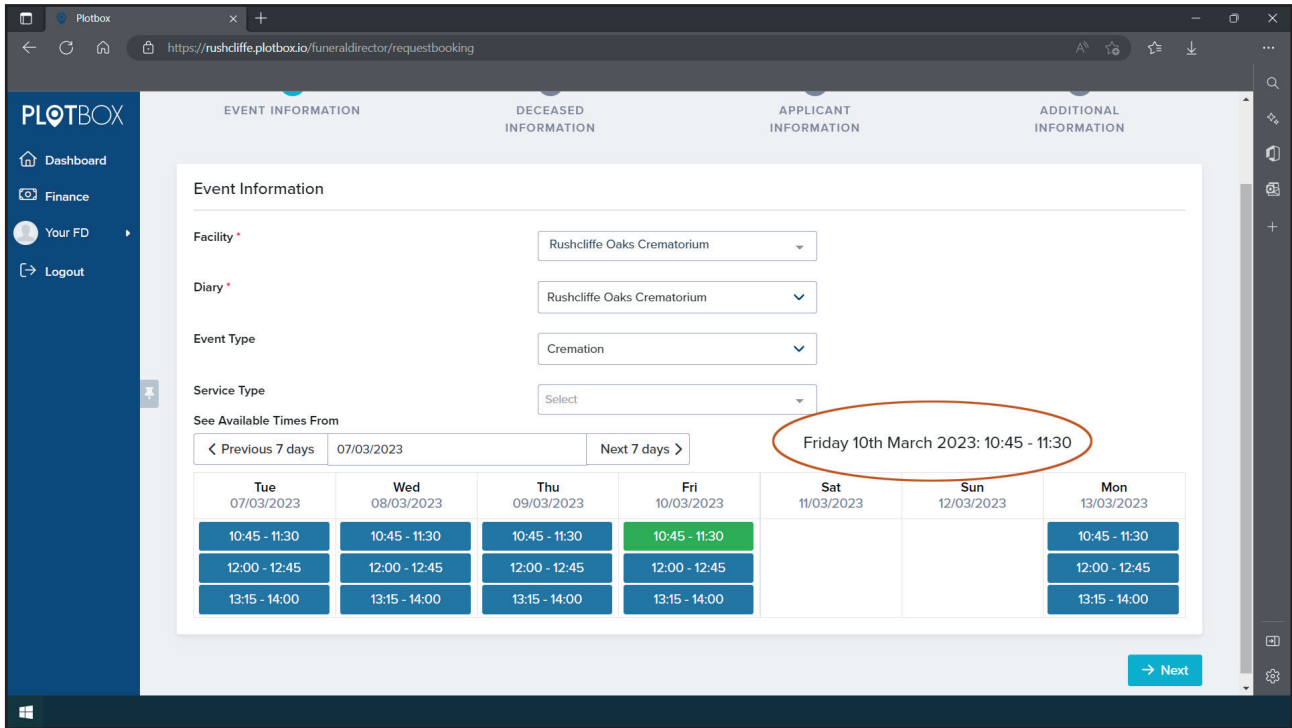


- Complete the 'Event Information' form by selecting the desired slot in the Rushcliffe Oaks diary. Allocations with a line through them are unavailable for booking.

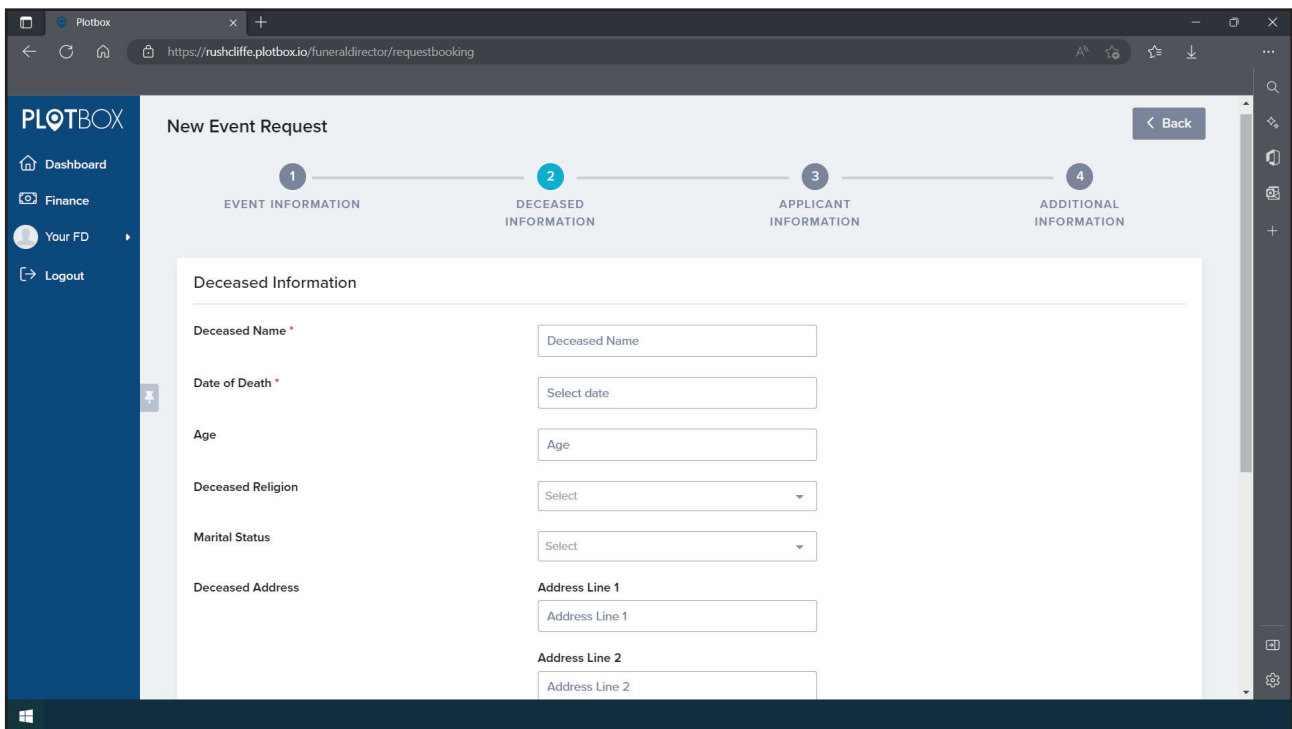


Please note: Only the 'Full' or 'Committal' service types should be selected. Other types will not be accepted through the Booking Portal. Direct Cremations, Service Extensions, and Witnessed Chargings must all be booked directly through the Rushcliffe Oaks office, either by calling 0115 914 8557 during office hours, or by emailing info@rushcliffeoaks.co.uk

- Once an allocation has been selected it will turn green and the time and date will appear as circled.



- Click 'Next' and complete the 'Deceased Information' form:



- 'Place of Death' can be selected from the dropdown list of common locations or, if the location is not available, it can be added by clicking the 'New Location' button.

- Click 'Next' and complete the 'Applicant Information' form.

The screenshot shows a web browser window with the URL <https://rushcliffe.plotbox.io/funeraldirector/requestbooking>. The page title is 'New Event Request'. A progress bar at the top indicates four steps: 1. EVENT INFORMATION, 2. DECEASED INFORMATION, 3. APPLICANT INFORMATION (highlighted in blue), and 4. ADDITIONAL INFORMATION. A '< Back' button is visible in the top right corner. The 'Applicant Information' form contains the following fields:

- Applicant Name * (Text input)
- Relationship to Deceased * (Dropdown menu)
- Phone Number (Text input)
- Same Address as Deceased (Checkbox)
- Applicant Address (Text input)
- Address Line 1 (Text input)
- Address Line 2 (Text input)
- Town (Text input)
- County (Text input)

- Once completed, click 'Next' and complete the 'Additional Information' form. This includes a notes box where you can enter any other information you wish to convey in relation to the cremation. Eg. Large attendance, horse-drawn cortege, wheelchair users in attendance, etc.
- Cremation paperwork can also be uploaded at this point by clicking on 'Choose File', or by dragging and dropping the documents into the 'Documents' box. If the paperwork is not yet ready to be uploaded the booking can be saved without and the documents uploaded later, or delivered to the Rushcliffe Oaks office. A cremation will not be fully confirmed until all paperwork has been received.

The screenshot shows the same web browser window, but now the 'Additional Information' step is active. The progress bar highlights step 4. The form contains the following sections:

- Additional Information (Text input)
- Notes (Text area)
- Documents (File upload area with a drag-and-drop icon and the text 'Drag and drop file here to upload or [Choose File](#)')

- Once complete, save the booking.

- Upon saving the booking you will either get the message ‘Your booking request has been made. Keep up to date with it via your dashboard’ if the booking is successful

OR

‘This booking time is no longer available. Please select another time.’ in the very unlikely occurrence that someone else has been reserving the same allocation during the time you have been filling out the forms.

- Once you have submitted your request you will receive an acknowledgement email. This is to confirm that the Rushcliffe Oaks office has been sent your request. **It is not a confirmation that the request has been approved.**
- Once the fully completed cremation application has been approved by the Rushcliffe Oaks team you will receive a further email confirming the booking.
- Allocations that have been requested will display in your dashboard under ‘Pending Requests’. Once they have been saved into the diary by the Rushcliffe Oaks team they will move into the ‘Events List’. This can be accessed by clicking the ‘View Events’ button on the top right of the portal dashboard.

The screenshot shows the Plotbox 'Events List' interface. On the left is a navigation menu with 'Dashboard', 'Finance', 'Your FD', and 'Logout'. The main content area has a 'Date: From - To' filter set to '01/03/2023 - 31/03/2023' and a search bar. Below is a table with the following data:

DATE	TIME	DECEASED	TYPE	SITE	FACILITY	SECTION	STATUS	PLOT	BURIAL TYPE	ACTION
10/03/2023	10:45	John Smith	Cremation	Rushcliffe Borough Council	Rushcliffe Oaks Crematorium		Confirmed		N/A	View Acknowledge

Submitting Cremation Paperwork

The Rushcliffe Oaks Instruction Form and the statutory forms required for a cremation can be downloaded from the Funeral Directors section of our website at www.rushcliffeoaks.co.uk, where further information can also be found. You may complete and sign them digitally, or alternatively, you may wish to print them and complete them by hand.

Forms can be submitted by:

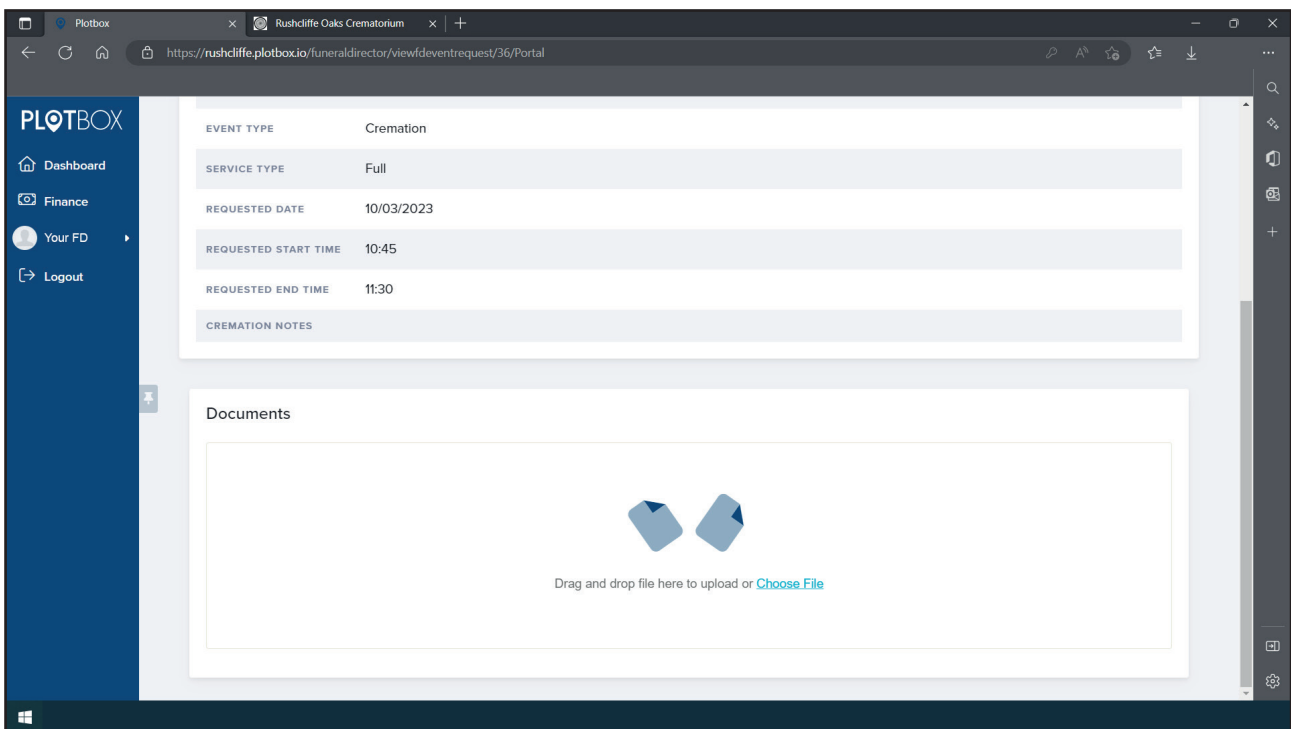
- email to: info@rushcliffeoaks.co.uk
- post to: *Rushcliffe Oaks, Main Road, Stragglethorpe, Nottingham, NG12 2PY*
- or in person to the Rushcliffe Oaks office.

The completed forms must be received no later than three working days prior to the date of the funeral.

If a **hazardous implant** is identified on Forms 1 or 4 we will also need to receive a confirmatory declaration that this has been removed.

When requesting a new booking you can drag and drop or upload digital copies of the forms to the 'Documents' box in the 'Additional Information' section.

You can also add completed forms to an existing booking, whether requested or confirmed, by accessing the booking in your portal and choosing the 'Additional Information' tab (on requested bookings) or 'Event Information' tab (on confirmed bookings).



Payments

Please speak to the Rushcliffe Oaks team to set up methods of payment. On Account or Pay As You Go options are available.

Wake Facilities

Rushcliffe Oaks does not have its own wake facilities, but there is a hospitality establishment directly across the road from the crematorium who may be able to accommodate the needs of your Applicant, their family and their friends:

The Nottinghamshire Golf & Country Club.

Telephone 0115 933 3344 or visit www.thenottinghamshire.com

Collecting Ashes

Ashes may be collected from the Rushcliffe Oaks office by the Applicant for cremation or by their nominated representative (usually the Funeral Director), as indicated on the Application for Cremation form (Form 1). Rushcliffe Oaks will not release ashes to anyone other than the person indicated on the most recently dated instruction from the Applicant.

Funeral Directors should, wherever possible, notify the Rushcliffe Oaks team in advance before coming to collect ashes so that arrangements can be made to have them retrieved, checked and moved to the Rushcliffe Oaks office. Failure to provide advance notice may result in a delay in retrieval of the ashes from the Rushcliffe Oaks secure ashes store.

If the Applicant or another nominated representative is collecting the ashes, they must bring a form of photographic identification with them.

Media Services

Music, visual tribute, and webcasting requirements for services at Rushcliffe Oaks are provided in conjunction with Obitus, and should be set up via your own log-in on the Obitus website – www2.obitus.com

Prices for each service are provided on the additional Price List insert sheet which should be included with this information pack. Alternatively, they can also be found on our website – www.rushcliffeoaks.co.uk

All media requirements must be submitted via Obitus no later than three working days before the funeral service.

Memorialisations at Rushcliffe Oaks

A range of memorialisation options are available to be purchased from Rushcliffe Oaks and details of these can be found on our website at www.rushcliffeoaks.co.uk, or in our Memorialisations brochure. Please contact the Rushcliffe Oaks office for a copy.

Only memorials purchased directly from and fitted by Rushcliffe Oaks will be permitted in the memorial grounds. The placing of personalised memorabilia (including: wind chimes; balloons; wooden crosses; ornaments; toys etc.) in the memorial grounds — including placed on or attached to any benches — is not permitted and any such items will be removed by Rushcliffe Oaks without notice.

Following a funeral service, floral tributes should be placed in front of the appropriately named stand in the Flower Court outside the exit of the Ceremony Hall. Any tributes left elsewhere will be removed. Rushcliffe Oaks encourages all Applicants and Funeral Directors to take tributes away after a service. Remaining tributes will be moved at the end of the working day to be displayed within the memorial grounds, generally for a minimum of three working days. After this time they will be assessed for disposal, taking into account natural decay, effects of weather and the activity of wildlife. Where possible, natural materials will be removed for repurposing or composting and plastics for recycling.

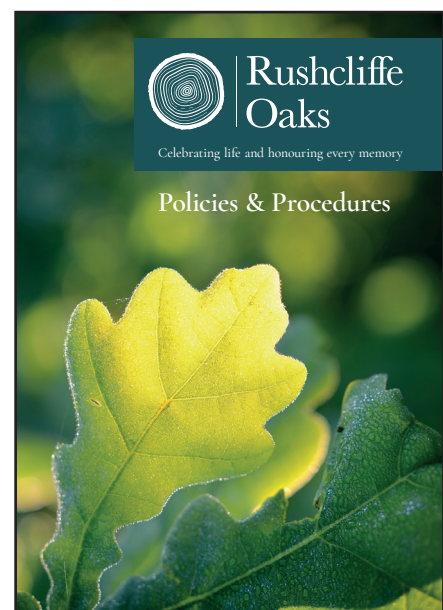
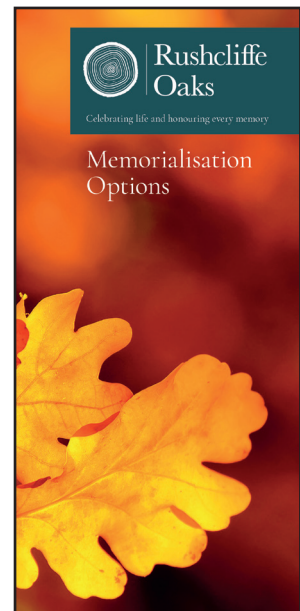
No artificial flowers of any kind (including wreaths) are permitted in the Rushcliffe Oaks grounds. An exception is made solely for Remembrance Day. Cut flowers, without wrappers or bindings, may be left on site.

In line with our attention to being good stewards of the natural environment, Rushcliffe Oaks does not permit the release of doves, butterflies, or other animal life, or of balloons, floating lanterns or similar as part of or after a funeral service.

Please note: We accept no responsibility for tributes left within the grounds. However, we do reserve the right at any time to remove, without notice, any flowers, plants or tributes that are deemed to have deteriorated, been damaged or become unsightly.

Further Policies and Procedures

This document provides an overview of some of the services offered by Rushcliffe Oaks, but is by no means exhaustive, and should be read in conjunction with the Rushcliffe Oaks Policies & Procedures document. This can be downloaded or read in the Funeral Directors section of our website, or a PDF copy can be requested by contacting the Rushcliffe Oaks office.





How to Find Us

By road:

From Nottingham –

- Travel east out of Nottingham along the A52 towards Bingham and Grantham.
- 1½ miles after the Gamston roundabout, turn right using the filter lane at the traffic lights onto Stragglethorpe Road, signposted Cotgrave.
- After the road bends sharply left, turn right onto Main Road, signposted Cotgrave.

The entrance for Rushcliffe Oaks is the first gateway on the left.

From the South –

- Travel north on the A46 past the exit for Cotgrave to the slip-road exit for Cropwell Butler / Cropwell Bishop.
- Turn left at the roundabout onto Stragglethorpe Road.
- After about 2 miles, pass under the old railway bridge and turn left onto Main Road.

The entrance for Rushcliffe Oaks is the first gateway on the left.

From the North and East –

- Follow the A52 west from the A46 interchange on the edge of Bingham.
- After passing Radcliffe-on-Trent and beyond the old railway bridge, turn left at the traffic lights onto Stragglethorpe Road, signposted Cotgrave.
- After the road bends sharply left, turn right onto Main Road, signposted Cotgrave.

The entrance for Rushcliffe Oaks is the first gateway on the left.

OR

- Follow the A46 south from the A52 interchange on the edge of Bingham.
- After 2½ miles take the slip-road for the Cotgrave / Cropwell Bishop exit.
- Turn right through the double roundabouts onto Stragglethorpe Road.
- After about 2 miles, pass under the old railway bridge and turn left onto Main Road.

The entrance for Rushcliffe Oaks is the first gateway on the left.

By public transport:

- The Cotgrave bus service runs every 20 minutes during the day from Beastmarket Hill in Nottingham, stopping at the Broadmarsh Bus Station and Nottingham Railway Station.
- The bus-stop serving Rushcliffe Oaks is the Golf & Country Club stop on Main Road. Travel time from Nottingham Station is approximately 20 minutes.



Rushcliffe
Oaks

Main Road, Stragglethorpe,
Nottingham, NG12 2PY

0115 914 8557

info@rushcliffeoaks.co.uk
www.rushcliffeoaks.co.uk

