



Rushcliffe Oaks Newsletter

spring 2025

Welcome...

...to the latest edition of the Rushcliffe Oaks Newsletter. This issue is primarily focusing on information that may be useful to you in making the experience for families when they attend a service at Rushcliffe Oaks the best it can be at such a difficult time.

Rhonda



Metals-Recycling Donation

After the cremation process, there is often an amount of metals left behind that are then removed from the cremated remains. If requested, these can be returned to the funeral applicant, but more usually they are placed into our Orthometals recycling bins. For those that do not know what this is, Orthometals are a company that works in partnership with the ICCM to collect the metals from all of the crematoria that have chosen to take part in the scheme. The metals are then recycled and all proceeds are shared equally between the bereavement-related charities nominated by the crematoriums.

This year, Rushcliffe Oaks chose Rainbows Children's Hospice, based in Loughborough, as our nominated charity. Rainbows provides an invaluable service of care and support for families dealing with the hardest of circumstances in Rushcliffe and much further beyond. Our manager Rhonda recently paid a visit to their facility to see just how much of a difference Rainbows is making.

We are very grateful to all the bereaved families who allow us to use these metals in such a positive way for the benefit of others in the local community.



Open Day 2025

Save the date! Our Open Day this year will take place from 10am to 2pm on **Saturday 14th June** (see back page). Light refreshments will be served and we would be delighted to see you if you are able to pop in.

If you would like to be part of the open day, we would love you to join us. Please email info@rushcliffeoaks.co.uk to let us know that you're interested.

Online Portal

The platform we use for booking in services at Rushcliffe Oaks is called Plotbox, and one of its features is an online Funeral Directors portal, allowing you to view our availability and to book a slot.

Whilst we are always available during our office hours to take your bookings, it can be useful to have this portal access when you are meeting a family or making an arrangement outside of these hours.

Instructions on how to sign up, and how to use the portal are available on our website under **Funeral Directors > Online Booking**. You can sign up and access the portal at rushcliffe.plotbox.io

If you need any help in getting set up, please do just get in touch.

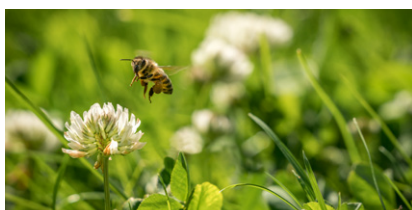
Greenest Cremations

When Rushcliffe Oaks was being planned, Rushcliffe Borough Council made the decision to install an electric cremator because of the enormous environmental benefits of doing so. CO₂ emissions are reduced by up to 85% and nitrous oxides by up to 45% from those given off by a traditional gas-powered cremator. Coupled with our use of a Renewable Energy Guarantee of Origin (REGO) supply tariff, **this method of cremating has recently been recognised by the Institute of Cemetery and Crematorium Management (ICCM) as the greenest technology currently available***.

With the growing awareness of the importance of looking after the environment, it has become clear that the decision the Council made was a good one.

As the only crematorium in the area to offer this type of low-carbon cremation, we are pleased to be able to offer families the option to choose this greener form of funeral.

** ICCM Journal, Spring 2024: 'Water an Alternative to Flame', p.13.*



Bee-odiversity

To continue our work of sustaining and enhancing the natural environment we will be introducing beehives later in the spring. They will be housed out of sight and away from public areas but the work the bees do will enhance not only the Rushcliffe Oaks site, but also the surrounding areas. Their activity will increase local biodiversity by pollinating plants and trees which then support other wildlife with food and shelter.

Grounds Scenery Survey

Our groundstaff work very hard all year round to keep the Rushcliffe Oaks site looking presentable and well-kept for all who visit, and we regularly receive compliments for the work that they do. However, you will be aware that we had some drainage issues in our opening months, resulting in extensive alleviating works across the site. Part of these works included adding winding stone footpaths into the *Quercus* Woodland area to make it more accessible at all times of the year and, so far, when there has been heavy rainfall, the paths and drainage appear to be doing a good job. Over the coming years, as the grounds mature, further features will be added. Already, wildflower seeds have been sown to create new meadows, but these may take a couple of years to become established.

In the next few months, you may be asked to answer a couple of brief questions about this area to help us complete a survey we need to carry out. Your help with this will be very much appreciated.



Access to the Woodland Hall

At Rushcliffe Oaks we believe we offer the most generous time allocation for services, with a 15 minute gap between services to enable our attendants to make sure the hall is ready and set up for each event. This could be rearranging the seating, mopping the floor, or just generally tidying up. As such, it would be helpful for us, and for the families attending our services, if no-one enters the hall until a member of the Rushcliffe Oaks team has said it's clear to do so. Thank you for your assistance with this.



Feedback Update

Thank you to everyone who took the time to provide valuable feedback to us in 2024. Thankfully, the feedback was extremely positive. We did also get a few really good ideas for improvement – mostly small changes that have already been introduced, and a few that will be seen over the next few months.

One of the items that came up a few times was the distance from the flower court back to the car park for visitors and family members with mobility issues, who may struggle to walk such a distance. To help with this, a new path has been created at the exit of the flower court, spurring directly to the nearest tarmac area where a car can be brought to pick up family members who need to be collected. We hope this will be a great help to our visitors with limited mobility.

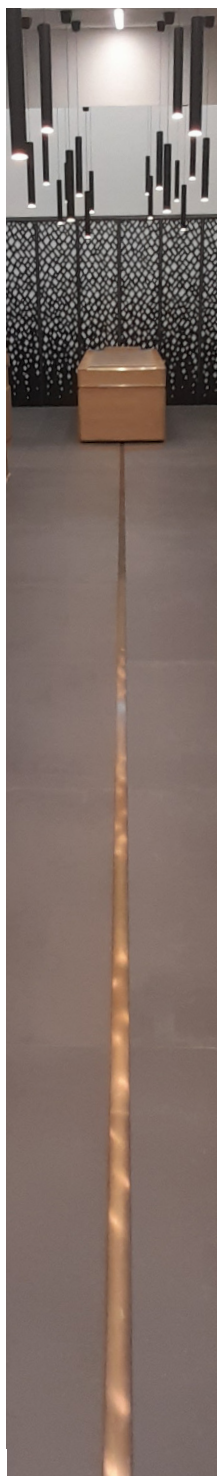


Attended Direct Cremations

After a successful trial period, our Attended Directs are here to stay, at the same price as an unattended direct cremation – currently £525. As a reminder of how these work:

- **Bookings can be made no more than 5 working days in advance**, but are available on any of our regular slots. For example, for a booking on a Tuesday, the earliest this could be booked in would be the previous Tuesday. As long as the booking is being made within this period, it can be booked via the online portal, selecting the Direct Cremation option. Bookings made earlier than this will not be accepted.
- Bookings are for a **maximum of 15 minutes** in the Ceremony Hall.
- Entry and exit music will be selected by the crematorium team.
- The family may choose **one additional piece of reflection music** to be played in between.
- A **single photo** can be displayed on the screen.
- There **cannot be a speaker**, such as a celebrant or family member.
- **Attendance can be anything up to 130** – the seating capacity of the chapel. However, should you wish to place a restriction on this to help with ushering in and out that would be at the discretion of each Funeral Director to decide.

If you would like to discuss this in more detail please get in touch.



WHAT'S NEW?



Price Information: Cremation Fees
Valid on services conducted from 1st April 2025 – 31st March 2026
• All fees are for Monday to Friday services unless otherwise stated.
• Items marked * are offered subject to availability, at Crematorium Manager's discretion.
• £10 minimum, allowing 45 minutes for service

New Prices...

Hopefully you will have received an email giving details of our pricing update that came into effect from 1st April 2025.

Full details can of course be found on our website at www.rushcliffeoaks.co.uk under **Services & Facilities > Price Information**.

...including Obitus downloads

One pricing change you might have missed, is that Obitus have now added charges for the download link for a service recording. In line with the cost for the download of a music tribute, a download link for the recording of a service that has been webcast will now be **£10**.

For a service that has *not* been webcast, the cost for the download link will be **£50**.



Updated Instruction Form

We have recently updated our instruction form. Please use the latest version if possible, which is available to download in PDF format from our website under **Funeral Directors > Forms for Cremation**.



Rushcliffe Oaks
Crematorium

OPEN DAY

10am – 2pm | Saturday 14th June 2025

- Meet the Rushcliffe Oaks team.
- Find out about our environmentally conscious electric cremation facilities – using the greenest technology currently available!
- Discover our innovative memorialisation options and tranquil grounds.
- Talk to local funeral directors, celebrants and funeral service suppliers.
- Light refreshments available.



Rushcliffe
Oaks

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