



# Rushcliffe Oaks Newsletter

spring 2024

## Welcome...

...to the quarterly newsletter from Rushcliffe Oaks. The crematorium opened on 3rd April last year and the team have been overwhelmed by the number of families that have chosen us as the venue for their loved one's final goodbye. As a team we have learned a lot over the past year, and hopefully improved as we've gone along. This has largely been down to the support, help and guidance we've received from our industry colleagues.

In this month's Newsletter the focus is on the upcoming one-year anniversary of Rushcliffe Oaks and the Manager is looking for feedback. Rhonda will be in touch with some of you to find out how the past year has gone when using our services.



## How Are We Doing?

*We are looking for feedback about the following areas:*

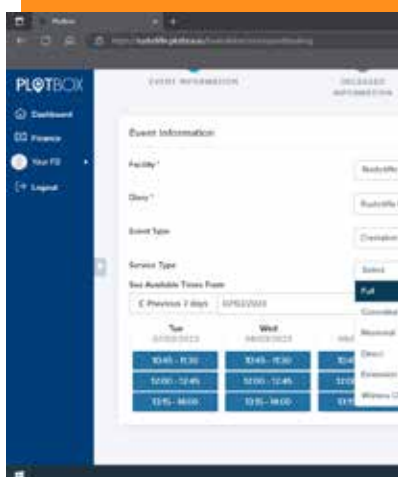
### **Our website - [www.rushcliffeoaks.co.uk](http://www.rushcliffeoaks.co.uk)**

The website has been designed to be informative and useful for both Funeral Directors and the public. The website should contain all the information you need and is updated regularly. *How do you find it? Is it easy to navigate? Is there any information you would expect to find but can't?*

### **Online Bookings**

Did you know that bookings for funeral services can be done online via our website too? This is particularly handy if the Funeral Director is meeting the family out of hours to make various arrangements. The bookings diary is available to view 24/7 for all registered Funeral Directors. If you haven't already, we recommend all Funeral Directors register today in readiness for future occasions where you might need this option. Just to be aware, this service is for Funeral Directors only. We cannot take online bookings from the public, though we can of course discuss booking availability with anyone over the phone. If you want to sign up and are not sure how, email us and we'll send the full guide on how to set it up.

*Have you used the online booking system? If so, how do you find it? Are there areas that could be improved? Any relevant feedback will be passed on to our supplier, Plotbox.*



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### Email and Telephone Communications

The team are happy to take queries over the phone, via email and in person. *How do you find communication with us via these methods? What works well? Are there areas that could be improved? Would you like to see other methods of communication?*



### Artwork, Furniture, and Grounds

Over the past year artwork and furniture have been added to the building to start to make it feel less like a new build and more of a warm and welcoming environment. Over the next year we will continue to add items to enhance the overall look and feel of Rushcliffe Oaks.

The grounds still have a few years of maturing until they can be seen in their full glory. However, you can already begin to see them taking shape. The final wooden animal sculpture denoting the areas of the Quercus Woodland was installed in the grounds on 28th February.



Now we have experienced all four seasons we can work with the land to make improvements over the forthcoming year to alleviate some of the issues that have been highlighted. After a particularly rainy few months issues with drainage have been identified and work to rectify this will be taking place this summer.

*Feedback on any areas of the building and grounds is welcome.*

### The Team

As a team we are striving for excellence in all areas of what we do. Building good relationships with our colleagues is important to us so we can work together to provide the best possible service for all the families that come to us.

*Any feedback on our ways of working, communication, and areas that we do well or could improve on will help with our continual improvement.*



### Maisie

Maisie has now been present on quite a few services and is often around to say hello should her services be required.

*As this is a little unusual for a crematorium, we would like to hear any feedback from both colleagues and families where Maisie has been a part of their journey eg., during a tour of the crematorium, in the ceremony hall during a service, or just in the flower court or family room after a service.*



### Value For Money

*Feedback on the pricing structure at Rushcliffe Oaks taking account of previous prices and the new prices from 1st April. Considering service times, venue, flexibility, environmental impact, and what else is on offer locally, would you consider Rushcliffe Oaks to be value for money?*

### The Newsletter

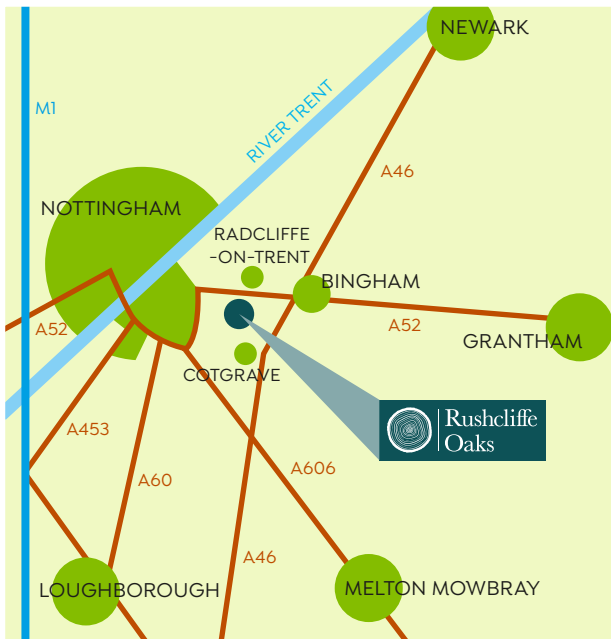
*Do you think these quarterly newsletters are helpful? Or do they go into your junk mail? What would you like to see featured in future editions?*

If you are able to find the time to provide us with valuable feedback about any of the above areas, then please email us at [info@rushcliffeoaks.co.uk](mailto:info@rushcliffeoaks.co.uk).  
Your responses will be used to improve each area as we continue to develop.

## ICCM Metals Recycling Scheme Donations

As part of the ICCM metals recycling scheme that many crematoriums participate in, Rushcliffe Oaks has recently been able to donate to three locally-based bereavement support and palliative care charities: Notts Hospice, Sands United FC, and Hayward House. Each charity received a cheque for £4,666 – which is an amazing total combined donation of £14,000 to the three worthy causes.

Representatives from all three charities popped over for a photo and to express their gratitude for choosing them for the donations. Without the kind generosity of all those bereaved families who come to Rushcliffe Oaks for a service and allow any metals to be recycled, these donations wouldn't be possible – so a big thank you to them.



## Tree Planting

We are constantly improving and developing the outdoor areas of the site. Our head gardener Sam has been busy planting approximately 250 more saplings in the grounds, as well as tending to hedges and flower beds throughout the winter and early spring. Visitors to the site often comment on how spectacular the grounds look – that's mainly because of Sam's diligence and hard work!



## Where We Really Are!

As a relatively new crematorium, we're finding that many people still don't know exactly where we are (even though you may know we are at a place called Stragglethorpe, about 5 minutes from Cotgrave and Radcliffe-on-Trent). So, we thought we would let you know how far away we are from other certain well-known locations.

### Travel times from the Nottingham area:

- Trent Bridge – about 10 minutes
- Lady Bay Bridge – about 10 minutes
- Clifton Bridge – about 12 minutes.

### Along the A46, A52 or A60:

- Bingham – about 10 minutes
- Newark – about 20 minutes
- Grantham – about 25 minutes
- North Leicestershire, including Loughborough and Melton Mowbray – about 25 minutes

## Spotlight on... You?

As a team we're really enjoying getting to know colleagues from all different parts of the industry and learning about how they came to work in the business, especially as it's not necessarily something offered as an option when looking to choose a career.

From the next issue onwards it would be great to feature one of you and share your journeys with others. There are so many different pieces of the puzzle that work together to bring the families' loved ones to the crematorium, and we think getting to know not only how you came to do what you do, but what your role entails would make for an interesting feature.

If you would like to appear in the next edition (or another future edition) of our newsletter, please get in touch by emailing [info@rushcliffeoaks.co.uk](mailto:info@rushcliffeoaks.co.uk) – it would be lovely to hear from you.

# News You Can Use!

## THE INTRODUCTION OF A NEW SERVICE:

### *Attended Direct Cremations*

This service is available at the price of £525, can be booked straight away, and works as follows:

- Can be booked **no more than 5 working days in advance** on any available slot. As long as the booking is being made within this period, it can be booked via the online portal, selecting the Direct Cremation option. For example, for a booking on a Tuesday, the earliest this could be booked in would be the Wednesday before. Bookings made outside of this will not be accepted.
- The booking will be 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 halo photo can be displayed.
- There will not be a speaker, such as a celebrant or family member.
- The only limitation on attendees is the capacity of our Ceremony Hall – approximately 120.

*If you wish to discuss this service in more detail, please do contact us to talk it through.*

### *New prices for 24/25*

Our new prices come into effect for services conducted from the 1st April 2024. These are available to view on our website and have been circulated by email to most local funeral directors.

If you have not received a copy please call us, or download the PDF at [www.rushcliffeoaks.co.uk](http://www.rushcliffeoaks.co.uk)

*Please note: The Reduced Committal option (max. 10 mourners and 10 minutes) has been discontinued. The 9.30am slot though will remain at a reduced fee and the reduced price attended direct (booked within 5 working days of the service date) is also still available.*

### *Servicing shutdown*

During the week commencing 24th June we will be closed for the servicing of the cremator and to carry out works to alleviate some of the drainage issues in the grounds, so unfortunately we will not be able to accept any bookings for cremations during this period.

### *Open Day 2024 (also see next page...)*

We are delighted to announce Saturday 13th April 2024 at 10am as our next annual Open Day. Last year's event was a huge success with over 150 people visiting on a very rainy Saturday. It was a pleasure to give guided tours and answer a myriad of questions whilst enjoying light refreshments of tea, coffee, cake and biscuits.

We are always happy to answer any queries relating to Rushcliffe Oaks and our wonderful electric facility. There are those regular questions that pop up on many occasions, but there are also some very insightful enquiries as well. Whatever we get asked – whether on an Open Day or an individual visit – we are more than happy to answer as best as we are able.

At our first Open Day the focus was on our local neighbours who had been on the journey with us from the initial idea, throughout the build and then to the building opening. However, for this Open Day we'd like to invite colleagues from across the bereavement industry to work alongside us to help inform visitors on the day of everything related to the planning of a funeral service.





Rushcliffe  
Oaks



Rushcliffe Oaks  
Crematorium

# OPEN DAY

10am – 2pm | Saturday 13th April 2024

- Meet the Rushcliffe Oaks team – including Maisie the comfort dog!
- Find out about our environmentally conscious electric cremation facilities – the greenest in Nottinghamshire!
- 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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