

# WEST LOTHIAN CREMATORIUM NEWSLETTER

West Lothian Crematorium Newsletter

Autumn 2017

**Welcome** Firstly, as always, the staff at the Crematorium would like to take this opportunity to thank you all for your continued support and business over the past months and years.

**A little update on West Lothian Crematorium** The Crematorium is managed by the Westerleigh Group who is a leading developer and operator of crematoria and cemeteries in the UK, caring for over 30,000 funerals a year. The group have a proven expertise having established a reputation for creating beautifully landscaped, high quality and peaceful facilities to serve the bereaved.

West Lothian Crematorium has become a huge part of the community and has now carried out over 5800 cremations since opening in April 2010



**What's New** During the summer we had a new memorial area developed. This is starting to become very popular with our families offering a beautiful setting with ease of access. Most of the memorials in this new area are from our traditional range creating space for over 100 Memorials. This



will include Mini Graves, Garden Memorials, Cremation Tablets, Vases & Kerbs and our new range of Ash Vaults. Our vision for this area would be to place our popular range of Gardens and Trees around creating a beautiful and tranquil area for loved ones to be laid to rest or for families and friends to visit. The full range of memorials we offer can be found in our brochure and if you would like further details on this please do not hesitate to ask.

**Staff Changes** 2017 Welcomed Cameron the newest member of our Team. Cameron is our Technician/ Groundsman and plays a huge part on how the grounds look and are maintained. It has been a challenging few months for Cameron battling with the wet weather conditions but through our recent audit and many compliments from our families and visitors I am sure you will agree Cameron is doing a grand job.



## Carol Service

Our Carol Service date has been confirmed. This will take place on **Wednesday 6th December 2017 at 7pm.**

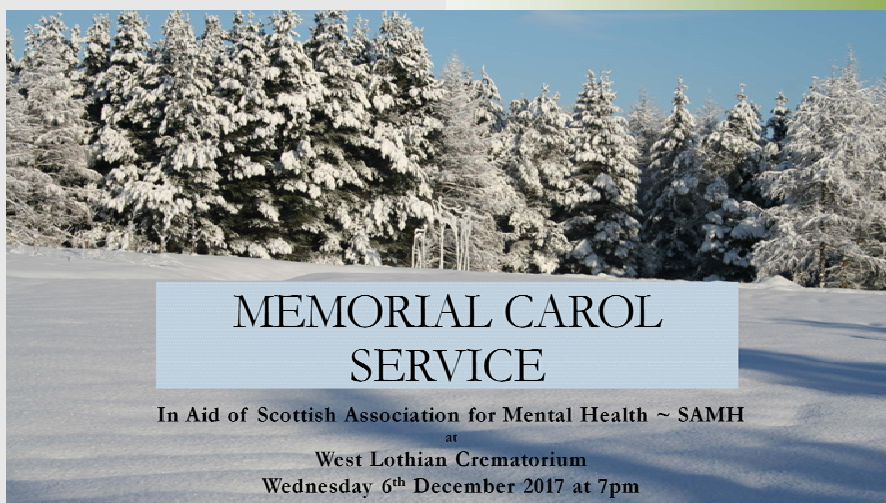
The service will be conducted by the Rev'd John Povey who will lead a night of singing our popular Christmas Carols. The Service over the years has become very popular and all are welcome to join us on this very special and enjoyable evening

Our ever popular Christmas Tree will be on show and as normal remembrance cards can be placed in memory of loved ones who are sadly no longer with us.

All proceeds this year will go in aid of The Scottish Association For Mental Health ~ SAMH

### Online Booking

Many of our Funeral Directors already use this fabulous facility anyone wishing further information please contact a member of staff for more details.



### Cremation Fees

Update coming soon with new fees for 2018. You will receive your information letters shortly.

Why not follow us on Facebook and help us increase our followers, this will also allow you to keep up to date with all the latest news and pictures



**Wesley Media** will endeavor to supply any required music for your service, provided they are currently commercially available. Please continue to provide us with your music request and further updates on the ordering process for Wesley, will be discussed at our Funeral Directors Forum.

## Reminder

Our Annual Funeral Directors forum will be taking place on Tuesday 17th October 2017 starting at 17.30. All Funeral Directors and Arrangers welcome. Carole & George will be discussing

- ◆ Burial & Cremation (Scotland) Act 2016
- ◆ Infant Cremation Forms
- ◆ Service start Times
- ◆ Wesley Music Plus many more topics

If you intend to come along to this we would appreciate if you can let us know. Light refreshments will be available. Thank you.

## Centre Of Excellence

West Lothian Crematorium continues to be the centre of Excellence within the Westerleigh Group for Technical Training.

The Training scheme is for all staff undergoing their cremator operator test. George & Darren have set the standards high to ensure all staff receive most informative training prior to sitting their tests. To date, the scheme has been 100% successful, gaining much positive feedback from the Trainees attending but also from the Examiners from the Federation of Burial & Cremation Authorities who are carrying out the tests. They have commented on numerous occasions that when coming to a Westerleigh site it has been noted that they are producing technicians with a high level of knowledge.

As the Group grows and the Centre becomes more in demand we have recently had two candidates attend for Mentor training. This was to allow Darren to go over what he does here so that these technicians can present the same level of training on other sites. This will allow more technical training to be carried out on some of our sites further afield.



## Feedback

We welcome all feedback, both positive and negative and would be more than happy to receive feedback through any of our 'Contact Details'



## Finally

Here at West Lothian, our team would like to offer our sincere thanks for your continued support over the years and confirm our commitment to you all to ensure we provide the highest standards of service, care and choice to all families.

As always your feedback is greatly appreciated to help us continue to improve on our level of service.

As we head towards the end of another year we look forward to working with you in the coming months and beyond..

Best wishes Carole, Darren, Jennifer & Cameron.

## Contact Details

Give us a call for more information about our services and products

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