

New Faces

A growing Company needs new staff and we are delighted to introduce our latest recruits, all of whom have settled in very well to our friendly and cohesive team.



Nikki Saydraouten looks after our Saffron Walden High Street office. She previously worked for another Funeral Director so she was able to use her professional knowledge from Day 1. With her relaxed and friendly personality, Nikki has soon settled into her new role.



Jonathan Parry joined us in February as a Funeral Assistant and has been working at our Cambridge Funeral Home. Having recently worked as a Healthcare Assistant at Addenbrookes, he brings a lovely warmth and a willingness to help others.



Beverley Payne was delighted to join our team in May, following a short time working at the East of England Co-op in Haverhill. Having appointed Peasgood & Skeates for a family funeral, she was very keen to work for us. Bev will be helping the teams at Saffron Walden and Haverhill.



Leigh Burdett (left) and Tom Warden (bottom left) both started their working lives in the Royal Air Force. They didn't know each-other before starting as Funeral Assistants at Peasgood & Skeates, but they have formed a firm friendship with each-other and their colleagues.



Their forces training has given them both an excellent work ethic, a good sense of teamwork and a natural instinct to keep their shoes highly polished!

And finally He wouldn't want us to mention it, but we think a big birthday is worth celebrating.

Pictured right is Phil Warner, our General Manager, who was genuinely taken aback by all the fuss! Gary Neill, Managing Director, presented Phil with a gift on behalf of the Company. His age? We'll leave you to work that out for yourselves!

Staff Achievements



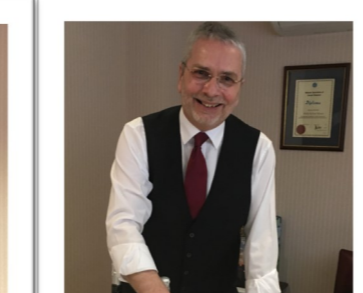
Our Annual Staff Meeting is an opportunity to recognise and reward our dedicated team.

Funeral Directors Andrew Patey (above left) and Ian Maylin (above right) were presented with vouchers in recognition of 20 and 10 years employment respectively.

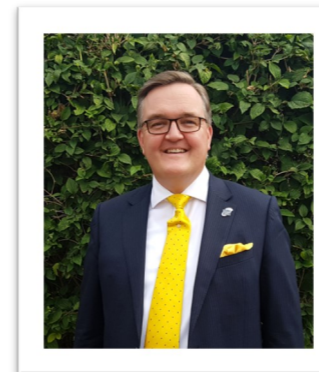
Pictured below are Lee Wilkins and Nicki Hickford receiving their certificates for passing exams with the Independent Funeral Directors' College. Lee has completed all the modules and has now gained the Certificate in Funeral Practice. Well done!



Certificates presented by our Company Chairman, Rob Robinson, accompanied by David Peasgood, representing the IFD College.



SAFFRON WALDEN 01799 523314 DUXFORD 01223 833463 CAMBRIDGE 01223 415255 HAVERHILL 01440 840140



Hello!

Welcome to the Peasgood & Skeates Summer Newsletter

It has been a humbling experience, becoming part of this wonderful company since I joined the team here on 11th December 2017, to lead the business as Head of Operations. And what a real gem it is!

The greatest asset of any business is its' people. The team here have impressed me beyond measure since I arrived. Their dedication to our clients, their care of those who are entrusted to us, their high standards and their efforts to get things right first time with every attention to detail, is impressive. It is a business that tries very hard to do the right thing, first time, all the time.

My focus is to enable the business to support more families who require our help and to ensure our standards are maintained. We have introduced new technology to support us behind the scenes and are currently embarking on a number of refurbishments to our premises at Cambridge and Saffron Walden. We have also recruited a number of new members to the team. We introduce them later in the newsletter.

We are always looking at ways to enhance the services that we offer to clients and their families, so the time of bereavement is as comfortable as possible. Through our membership of the National Society of Allied & Independent Funeral Directors (SAIF), we are able to provide flexible and accessible bereavement care to families that use our service. SAIF Care is a resource that a bereaved relative can turn to for advice, information and specialist support. We all experience loss in many different ways and sometimes a little extra support can help us through this difficult time. The service is highly accessible in that it can offer counselling over the telephone, via technology, such as Facetime, or by providing up to six one to one, face to face, counselling sessions. We know just how vital a service this will be for many people and we are delighted that it's now available.

Over the coming months, I hope to meet as many of our clients as possible. In the meantime, do enjoy this wonderful summer.

Seán Martin
Head of Operations



FREE, PROFESSIONAL BEREAVEMENT COUNSELLING AVAILABLE TO ALL OUR CLIENTS

because we know that sometimes people need

At Peasgood & Skeates, we understand that the time following the funeral is the beginning of our clients' future journey. We want to continue to support our clients as they embark upon this journey and are therefore very proud to announce that we have partnered with **SAIF Care** to provide a range of services to bereaved people. Like us, SAIF Care is a member of The National Society of Allied and Independent Funeral Directors (SAIF). The service is available Monday – Friday, from 9am – 9pm, it is confidential and free of charge to people who have used the services of Peasgood & Skeates. Please ask us for more information.



- ~ A freephone telephone helpline 0800 917 7224
- ~ Email support and information help@saifcare.org.uk
- ~ Up to six free sessions of supportive counselling by telephone, skype or face to face in your local area.



Cam Valley Crematorium

In January, a new facility opened in Great Chesterford. The Cam Valley Crematorium is conveniently located for all our funeral homes and offers a further choice for our clients.

The picture shows Sean Martin (far right), our Head of Operations, being given a tour of the bright and comfortable chapel. The grounds overlook the Essex countryside and plans are underway for further planting over the summer months to create an area for scattering and interring cremated remains.

Something a little different

It is important to us that families are able to arrange a funeral that feels appropriate for them and for the person who is being remembered.

We will always do our best to help our clients to achieve this. We recently arranged a funeral for a keen Star Wars fan. The family were pleased that we were able to provide a coffin with a Star Wars design and to prepare a bespoke service sheet of the same theme. With their prior agreement, we also arranged for Darth Vader to be there on the day.

Photographs included with the kind permission of the family.



Staff at our Cambridge branch were delighted to support the **3-2-1 Bowls** Event at Chesterton Indoor Bowls Club again this year. Lee and Paul enjoyed meeting the teams and learning a little more about the game, and Lee awarded the prizes at the end of the afternoon.



Once again, we were pleased to sponsor the **Turpins Indoor Bowls Club** fun day. As usual, the afternoon was enjoyed by members of the Saffron Walden club and the hampers were gratefully received by the two winners.



Phil Warner and Hayley Doe presenting the prizes at Turpins



In May, Sean Martin, Head of Operations, visited Maggie's Centre in Cambridge to talk about their work and to present them with a cheque for £500. Since the meeting, Sean has spoken with them further to offer our ongoing support.

Sean is pictured with Malcolm Flanders, Director of Sales at **Golden Charter Later Life Planning** presenting the cheque to Andrea Chupacova of Maggie's.



Some of our staff recently became **Dementia Friends** by attending a session organised by the **Alzheimer's Society**. This inspired Sarah Claridge from our Cambridge office to support the Society's Cupcake Day. Being such a keen baker, Sarah took things a little further and supplied the staff with a delightful selection of cakes all week, in return for a donation for the charity. Staff also paid to 'guess the number of cakes' and the lucky winner received a selection box of her bakes. Sarah's efforts were well rewarded and a total of £66.00 was raised for this worthy cause.

Well done Sarah, and thank you!



Sean Martin and Hayley recently attended a **Mental Health First Aid** course. The course helped to raise awareness of mental health issues and gave guidance on how best to support people seeking help or displaying signs of mental illness. They will be able to use their knowledge to support colleagues and clients alike. Further information about the course can be found at:

www.mhfaengland.org



Our **sing-along events** led by Les Ames, our resident entertainer (when he is not driving or bearing on funerals), have proved very popular with residents of local care homes, and he has received a number of requests for return visits. Nicki and Bev at our Haverhill office have booked him for a summer season in Haverhill, and he is sure to be a hit with fans old and new. Call us if you would like to book Les - there is no charge because seeing people enjoy his performance is reward enough. We will provide song sheets and make a donation towards refreshments.

