



A Period of Growth and Development

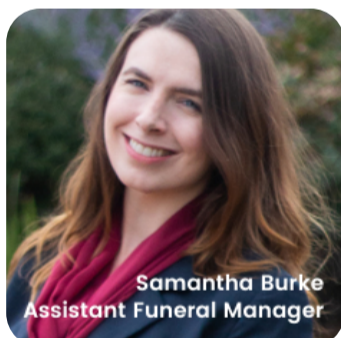
Although we have had unseasonal temperatures and rainy days in recent months, we are now in the midst of British summertime. Summer is the height of the growing season and it therefore seems an appropriate time to share some of the ways in which our Company has grown and developed this past year.



We are delighted to share photographs of the recent refurbishment of our Saffron Walden High Street office.

The deceptively spacious office was opened in 2009 as an extension to our Shire Hill branch in Saffron Walden. Alterations have been made to the front to create a large reception area and a separate lounge where funeral arrangements can be discussed in comfort and privacy. Families who have visited us since the reopening have appreciated the more open approach we are seeing around discussions about funerals and funeral wishes.

We have also seen some personnel changes across the Company and two promotions within our Cambridge team. It is always pleasing to see staff flourish and I am particularly proud of Sonja Lafferty and Samantha Burke who have strengthened our management team, each bringing some new ideas to the table.



Samantha Burke
 Assistant Funeral Manager



Sonja Lafferty
 Assistant Funeral Manager

Training and Development is high on our agenda this year and we are fortunate to have some very experienced staff to assist with this. Hayley Doe, who has worked for the company for over 20 years, having joined our Saffron Walden branch as a Funeral Administrator, has recently been appointed Training & Development Manager. Hayley was trained by David Peasgood and Phil Warner and the trio are still based at our Shire Hill office, with Phil now General Manager and David Peasgood, Funeral Consultant.

Hayley will be working alongside Dianne Haddon, our HR & Training Manager, to review our procedures and to update our current training. In doing so, we can ensure it remains relevant and that every member of our team is trained to the same high standard.

Sean Martin, Head of Operations
www.peasgoodandskeates.co.uk

An Update: Regulation and Inspection of Funeral Premises

There have been important positive developments in recent months and we are welcoming of all the changes! You might be surprised at how many customers ask us, "Are Funeral Directors ever inspected?"

There are two simple answers to this:

1. There is no legal requirement at present in the UK for a Funeral Director to belong to a governing association and there is no government legislation for Funeral Directors to work by.
2. Not all Funeral Directors belong to a governing association and abide by a Code of Practice and inspection criteria.



However, Peasgood & Skeates belongs to the National Society of Allied and Independent Funeral Directors (SAIF for short) which provides us with a structure through their Code of Practice, which, together with our own high standards, allows us to work within a quality assurance and management framework of good practice and an accredited inspection criteria. All our offices are subject to inspection every 2 years.

Alongside this, every Funeral Director in England and Wales will be inspected by their Local Authority following on from the concerning news from Hull earlier this year. We are fortunate that our Managing Director, Gary Neill and Head of Operations, Seán Martin are both Fellows of SAIF and have been invited to support the local authorities in Essex and Cambridgeshire, as they carry out their inspections.

It's All About Care

It is very important that the sacred duty of trust that a family places in us at their time of need is underpinned with high standards of care for all those who require our help and who are entrusted to us.

Taking care of every detail is why we are here, ensuring your farewell to the special person in your life is exactly as you need.

We can't turn back time and make every tear disappear, but we can walk alongside you and take away some of the stress of making arrangements and make the days a little easier to face.

We are here, 24 hours a day, 365 days of the year if you need our help.

Our Man in Haverhill



Tony Phillips has been getting out and about since he was appointed Assistant Funeral Manager at our Haverhill branch. Although Tony has worked in the funeral profession for many years, he is relatively new to the area, and joined Peasgood & Skeates in 2023. He and his partner Jen (who is a Funeral Arranger at our Duxford Branch) live in Weston Colville so Haverhill and the surrounding villages are close to home.



On Saturday 18th May, Tony attended the Haverhill Citizens Advice Bureau prize draw. The top prize was a Virgin hot air balloon flight for four people.

Peasgood & Skeates were very pleased to help at the Haverhill Rovers Golf day by looking after the putting competition again this year. Tony enjoyed the day and, by the look of the photos, so did the participants!

Thanks to Barbara and Ryan for inviting us along to help on the day.



Tony is pictured above with Sue Dickinson from Haverhill U3A when she called in to collect a gift hamper we donated for their 'Picnic in the Meadow' event.



The winning ticket was drawn by Paralympian Caroline Maclean, who was a member of the GB wheelchair basketball team at three Paralympic games, including London 2012. We were delighted to help sponsor the prize draw along with The EpiCentre at Haverhill Research Park and Fairhurst Menuhin & Co Solicitors.



We recently donated a raffle prize to Castle Camps Village Fete, which took place on Saturday 6th July.

All the proceeds go towards play equipment for the village recreation ground. Tony is pictured above with Susan Cutter.



Tony and his colleague, Hayley, were pleased to attend the service at St Mary's Parish Church for the installation of the Reverend Max Drinkwater as Rector. It is always a pleasure to work with Max and his team and we extend our congratulations to him.



Tony and his colleagues were at this year's Haverhill Show - inviting visitors to guess the weight of the cake (made by Jen) and how many beach-balls were in our limousine. Despite the rain, the day had an excellent attendance and it was great to be part of this popular community event.



Just in case you were worried that Tony never gets out of Haverhill, we have included some pictures of him with his brother John taking part in the London to Brighton Bike Ride. The event took place on 16th June - Father's Day - which was poignant for the two brothers as they were raising funds in memory of their Dad who died at the age of 43. They have raised just over £3,000 for the British Heart Foundation.

What's New in Funerals?

Our HR and Training Managers, Dianne Haddon and Hayley Doe attended this year's National Funeral Exhibition at Stoneleigh Park in Warwickshire. They had a great day meeting with friends, colleagues and suppliers to our business, both existing and new. This event is a good opportunity to see what's new in the funeral profession to ensure we are providing the best products and services to our clients.



Chesterton Bowls

In May, Our Operations Manager, Ben Seward and Assistant Funeral Manager, Samantha Burke were pleased to be able to attend the Annual Trophy Presentation at Cambridge Chesterton Indoor Bowls Club. We're pleased to be continuing our support of the club for another year.



Well done to all the winners.



Armed Forces Day



Sonja and Linda had a very warm day on Saturday 29th June, at the first Cambridge Military Fair on Parkers Piece for Armed Forces Day.

An Afternoon Tea



On Monday 1st July, Claire Skeates-Hall and Jen Livingstone from our Duxford office held an Afternoon Tea at Whittlesford Memorial Hall.

The event was a chance for spouses who have lost their partners to meet with others in the same or similar situations.



Girton Bowls



On Sunday 23rd June, Samantha went along to support the annual Open Triples Tournament at Girton Bowls Club.

We have supported this event for many years and it's great to see how the club has grown over this time.



Saffron Walden Golf Club

A Charity Golf Day was held at Saffron Walden Golf Club on Saturday 1st June. We were proud to provide sponsorship for the event.

An amazing £9,500 was raised on the day. This is the most that they have raised since starting the competition and it will go a long way towards their targets for the Captains' chosen charities: John Huntington Charity and Arthur Rank Hospice Charity.

We received a very sincere thank you from the club for our continued support which helped them to achieve this result.



For more information about our community engagement, please visit our Facebook page.

Saffron Walden - High Street



Jenny Cottam & Sue Amery
outside H Peasgood & Son 2010



Sue, after our merger with R. Skeates of Duxford



Neil Rogerson painting the new facade

We are delighted to announce the re-opening of our Saffron Walden High Street office on Tuesday 28th May 2024.

The office has been closed since early 2024 for a long-awaited refurbishment. Alterations were made to the front to create a large, welcoming reception area, and a separate lounge where funeral arrangements can be discussed in comfort and privacy.

The office first opened in 2009 with Sue Amery looking after the office until 2017 when Nikki Saydraouten joined us. Sue still works for Peasgood & Skeates, in an administrative role and assisting in our Service Sheet Department.

Do pop in to see Nikki if you are passing - she loves her new office and will be pleased to give you a tour.



Nikki Saydraouten - May 2024



Out with the old and in with the new



Newly refurbished High Street interior

Introducing...

Nicola who is currently based at our Saffron Walden, Shire Hill branch;

Glyn, Dave and Fyn who have all recently joined the Cambridge team.



Nicola New
Funeral Arranger



Glyn Jones
Funeral Operative



Fyn Lafferty
Funeral Arranger



David Newstead
Funeral Operative

Welcome (back)...

We recently welcomed back Avril Hansen.

Avril worked as a Funeral Arranger at our Cambridge, Newmarket Road office in 2018/19, but unfortunately had to leave us following a road traffic accident.

She is very pleased to be back again, this time in our Service Sheet Department working alongside Jenna and Sue, in preparation for Jenna's maternity leave.



And finally... We always enjoy giving out our branded merchandise usually at one of our community events. Someone kindly sent a photo showing one of our sports bags on holiday in Spain and it made us wonder where else our branded items may have travelled to! If you have a picture showing one of our items being used, please share it with us, we would love to see it.