

Friday 12 February 2021

Welcome to our latest news round-up from across the Dignity Group. Can't wait for the next issue? Then go to www.dignitygoodtogreat.co.uk to see the news, comment and get involved.

(P.S. Don't forget to print out a copy for any colleagues who don't have email!)

BACK IN BUSINESS

Funeral services will soon be resuming at Haltemprice Crematorium just a few months after a major fire.



Our colleagues at The Crematorium and Memorial Group (CMG) are putting the finishing touches to a temporary chapel that will enable services to start up again at Haltemprice Crematorium in Willerby, East Yorkshire.

The site was damaged by fire last October, particularly in the cremator room and around the roof area.

Haltemprice has Grade II listed status, which means special care and attention has to be taken when carrying out repairs.

Meanwhile, the CMG team have been pulling out all the stops to make the crematorium operational again in order to limit any inconvenience to the local community.

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They started by making the grounds accessible to families who wished to remember their loved ones. Then in December a replacement cremator was installed, with services being conducted in a converted chapel nearby.

But this latest development represents a significant step forward. The temporary on-site chapel, which should be ready for use from next week, has everything mourners would expect – comfortable seating, lighting, heating, a catafalque for the coffin to rest on and a lectern for the person leading the funeral.

We have also installed audio visual equipment so that services such as personalised music selection, video recording and webcasting can all still be offered.

State of the art

While the damage at Haltemprice was extensive, the building and many of its historic features were thankfully saved.

The ongoing refurbishment will protect its listed status and improve the experience for



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bereaved families by providing state of the art facilities. CMG are also working closely with

restoration specialists to repair the roof with period-appropriate materials and using existing wood joists to maintain the crematorium’s distinctive look and feel.

We’ll keep you updated on their progress and share pictures of the work as everything takes shape!

Crematoria Director Steve Gant said: “We understand that for many families it’s important the funeral is held locally and our temporary chapel provides them with a convenient and comfortable environment.

“It has been an incredible effort from everyone involved to get to this stage and the plans we have in place for fully restoring Haltemprice and enhancing its facilities are really exciting.”



THE COUNTDOWN'S BEGUN

Eighteen months to go until funeral plan regulation comes into force.

The clock is ticking until funeral plan providers are formally regulated by the Financial Conduct Authority (FCA).

Last week, the legislation passed into law as an amendment to The Financial Services and Markets Act 2000, kick-starting an 18-month consultation period with funeral plan providers in the UK.

Sounds complicated!

Put simply, it means companies that want to continue to sell or carry out funeral plans after this point will need to be authorised by the FCA and conform to their rules and standards – including us. If they don't have this authorisation, they'll be committing a criminal offence.

Why will it take 18 months?

There's a lot to do! The FCA will spend this time working with funeral plan providers to design, consult on and implement the new regulations for the sector.

So this is good news?

Absolutely! This is all about making sure customers and the funds they've entrusted into their providers are well-looked after.

As a business dedicated to taking the greatest care at every stage, we're delighted that our calls for regulation, and ensuring high standards are continuing to move forward.

What happens next?

The FCA consultation begins this Spring. It's expected that the new rules will be announced in Autumn 2021, before coming into effect in Summer 2022.

This is to give providers enough time to prepare, such as amending marketing literature, and training staff.

Do I need to do anything differently now?

No, we'll keep you posted on what this means for you. You can also read our previous update [here](#).



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REMEMBERING MUM

Prepare for Mother's Day with our new poster designs and help clients make their own personal tributes.

For people around the world, Mother's Day is a chance to honour the mothers and maternal figures in our families.

But for those who have experienced a bereavement and no longer have that special person in their lives, the emotions associated with the occasion can be very different.

This year we want our colleagues to come together in order to help clients and communities remember mum in the build up to Mothering Sunday on 14 March. Here's how to get involved.

Visual tributes

We've created a special window poster and you can use copies to start off a Mother's Day themed display.

Also available is a downloadable forget-me-



not flower. This is something we're encouraging clients, or anyone who has lost a loved one, to fill out themselves with a personalised message. They can choose a colour flower, or a black and white version suitable for colouring in.

Once completed, the flower tribute can be displayed in their window at home, or sent back via email or post to go on show at a local branch.

Throughout the campaign we'll be promoting use of the hashtag #rememberingmum to try and reach as many people as possible who might appreciate the opportunity to take part.

How to order

Posters are available now. For the 'Dignity With Distinction' branded variant, please order in the usual way via the Dignity Store.

For copies printed in the new Dignity blue brand identity, send your requirements via email to orders@dignitystore.co.uk.

Your posters will bear the specific email address for your branch. And each order will have five of the tribute flowers in colour and five in black and white (these are the ones clients can colour in themselves).

Finally, our Marketing team also have a template quarter page newspaper advertisement. If branches would like a version created for a local publication as part of their Mother's Day activities, just send an email to brandm@dignity.co.uk.

We'd love to see your window displays! Please share any photographs with Internal Communications and we'll create a gallery to showcase your handiwork.



BE A BRIGHT SPARK

Our health and safety awareness month is underway. We begin with tips about fire safety and what to do in an emergency.

Fire may not be the most common type of workplace accident, but it has the potential to be one of the most dangerous.

Our best defence against fire is to actually prevent it happening at all, so let's consider how we can minimise risks across our premises.

We'll also look at routine testing for vital fire safety equipment and what to do should a fire break out.

Carelessness has consequences

While some fires are started deliberately, many result from careless actions, disregarding procedures or faulty equipment.

"There are a few common issues we see when we're out doing site visits and audits," says Mark Laverty, Regional Health and Safety Officer (RHSO) for the North West.

"These include propping open fire doors, overloading electrical sockets, not storing flammable chemicals correctly and leaving excess clutter lying around that could ignite or block an exit.



"It's really important to pay attention to our surroundings and follow a good housekeeping regime in order to reduce the probability of fire. And we should never be afraid to speak out if something doesn't look right."

Testing, testing

Regular testing will ensure the fire safety equipment in our workplaces always performs as expected.

Wall mounted call points (the red boxes used to raise the alarm) must be tested weekly. Test different units each week where there are multiple installations.

Emergency lighting units need testing once a month and there



should be a fire safety walk-around conducted on a monthly basis too. Every site has to then carry out a fire drill at least twice a year.

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All tests should be logged in your Fire and Safety Records Book. Please speak to your RHSO if you need any assistance.

Know what to do

While occurrences are rare, everyone should be familiar with the relevant procedures if a fire was to happen.

The safety of all personnel, including any visitors, is the overriding priority – more so than saving belongings or extinguishing the fire.

If you discover a fire, the alarm should be raised immediately. Don't wait for authority from anyone else – the company will always support colleagues who operate the alarm system in good faith, regardless of whether or not a fire existed.

Leave the building calmly via your nearest fire exit and report

	Know your fire extinguishers				
	WATER	FOAM SPRAY	CO2	ABC POWDER	WET CHEMICAL
Wood, paper and textiles.	✓ Safe for	✓ Safe for	⊘ Not safe for	✓ Safe for	✓ Safe for
Flammable liquids.	⊘ Not safe for	✓ Safe for	✓ Safe for	✓ Safe for	⊘ Not safe for
Gaseous fires.	⊘ Not safe for	⊘ Not safe for	⊘ Not safe for	✓ Safe for	⊘ Not safe for
Cooking oils and deep fat fires	⊘ Not safe for	⊘ Not safe for	⊘ Not safe for	⊘ Not safe for	✓ Safe for
Live electrical equipment.	⊘ Not safe for	⊘ Not safe for	✓ Safe for	✓ Safe for	⊘ Not safe for



to the designated assembly area. If you don't know where these are, check now so you're ready to act.

In some instances, people who have undergone the relevant training may be able to tackle

a fire with an appropriate extinguisher.

Different colour-coded extinguishers are designed for different types of fire – refer to the checklist above to remind yourself of the options available.

NEED MORE INFORMATION?

We've only touched on the essentials in this feature, but if you'd like more insight there are a number of hazard awareness videos on our [Intranet](#).



HANDLE WITH CARE

Our second health and safety guide covers manual handling and how to get your technique just right.

Manual handling is among the most common causes of accidents at work. In fact, the Health and Safety Executive says it accounts for more than a third of all occupational injuries.

The term covers a range of activities – lifting, lowering, pushing, pulling and carrying loads from place to place.

Going about them the wrong way risks getting hurt. It could be an obvious injury like back pain or muscular damage, but we often see bruises, cuts and abrasions happening too.

Some people also suffer with their mental health when forced to take time off work due to an accident, experiencing stress, anxiety and depression which prolongs the healing process.

Injury prevention

Last year we logged 74 incidents related to manual handling, making it a genuine risk we all need to help control.

Everyone must take care, not just those performing duties such as transporting the deceased or bearing a coffin. Something as simple as picking



up a box of paper could cause a problem if rushed and not properly thought through.

Where set procedures are in place, always follow them. Communication is also key, for example discussing the best approach with colleagues in advance when handling loads as a group.

Let's talk TILES

No, we don't mean playing Scrabble, or the things we use to decorate our bathroom.

TILES is actually a helpful way of remembering the questions we should consider before taking on a manual handling task. Think of it as a mini-risk assessment to identify and overcome potential problems.

Think about the Task

Consider the **I**ndividual (ie you)

What **L**oad is involved?

What is the working **E**nvironment like?

Is **S**omebody else around to help?

Click [here](#) to learn more about TILES and the suggested actions you could take at each stage of your assessment.

Perfecting the technique

Try following these six simple steps for safe handling:

- 1. Plan first. That includes the lift, carrying route and set down point.**
- 2. Position your feet apart, bend your knees and keep a straight back.**
- 3. Get a firm grip. Check for hazards like sharp edges or protrusions. Lift smoothly.**
- 4. Move your feet, don't twist your body.**
- 5. Keep the load close to your body while carrying.**
- 6. Put down smoothly. Then make any adjustments if the load needs precise positioning.**

And while our guidelines are written for the workplace, they are just as effective for any lifting you do at home. (So there are no excuses for skipping your stint in the garden or finishing off that DIY project. Sorry!)

IT'S TIME TO TALK

A small conversation
can make a big difference.



One of the hardest things to get used to during lockdown is not seeing people.

It's not until we don't have it, that we realise how much we appreciate those little gems of conversation. And frankly, yet another Zoom call isn't necessarily going to cut it.

Those snippets of conversation while brewing a cuppa, the chat about the footie results, talking about what we did at the weekend have mostly disappeared, as we're either faced with fewer colleagues and needing to distance from them, or constant demands while working from home.

Earlier this month was Time to Talk Day and we're encouraging everyone to take a few minutes out to talk – and not about work!

Here's some ideas to get going:

- **Hold a (virtual) coffee morning** – and make it a pact to be a work-free zone. Talk about the kids, the weather, Bridgerton or whatever takes your fancy – just check out from work for a while and check in with each other to reset for the day ahead.



- **Give someone a call** – if you haven't spoken to someone for a while, chances are they may be feeling fairly isolated. Why not pick up the phone (old skool we know) and see how they are?
- **Different shifts?** – Operationally, it can be hard to take time out to chat, especially now. WhatsApp can be great for informal group chats, or maybe you can buddy up with another colleague for a social distanced walk & talk now and then.

Not sure what to talk about? We get it. The same old routine and walks may leave us a little stumped – so why not **download these conversation starters** to get you going?

End the stigma

Of course, sometimes we may need extra care and counsel rather than casual chit chat, and that's OK too.

Time to Talk Day came about because even a small conversation about mental health has the power to make a big difference.

The more conversations we have, the more myths we can bust and barriers we can break down, helping to end the isolation, shame and worthlessness that too many of us with mental health problems are made to feel.

So let's get talking about mental health. Now more than ever it's important we work together to end mental health stigma.

Speak confidentially

Don't forget you have access to a 24/7 counselling service through our Employee Assistance Programme, where specialists in wellbeing and mental health provide a listening ear and helpful advice.

Visit www.my-eap.com (with the username DFLwell) or call 0800 1116 387.