

# 75 years of service in the community

Chelmsford Star Co-operative Funeral Service has been serving the local community since 1936! Over the past twenty years our base has expanded its operations to include branches in Braintree, Great Baddow, Writtle, Danbury and Ingatestone.

Over this time, we have seen many changes in the funeral industry. The one constant has been our unwavering commitment to the individuals and families that we serve in their time of need.

When we first opened our doors 75 years ago, we made it our business to provide quality service with quality prices and we continue to do just that. Each year we've grown providing new and exciting products at affordable prices.

Our funeral team of 16, is knowledgeable, experienced and respectful. Their compassion, sensitivity and attention to detail are the key to providing a service that will exceed your expectations. We know from our very valuable client survey forms that each individual member of staff is recognized as playing an intricate part in making a very difficult day, more bearable.

Over the past year, we have seen our market share grow as more people chose Chelmsford Star Co-operative Funeral Services to provide a service. During the time we introduced a new uniform, expanded our fleet and put more personal time into the local community. For instance it was only a few weeks ago that we were knee deep in paint helping out at the Christian Youth Centre in Chelmsford.

We take pride in what we do and customer satisfaction has always been our top priority. For 75 years we have been there to assist you and we hope to be there for many more.

I hope that you find the time to read what we have been up to over the past year and thank you for your interest.

**Craig Jackson - Operations Manager**



## Join us...

**Saturday 15th October** - To celebrate our 75th anniversary we will be parading a number of vintage funeral vehicles including a Horse Drawn hearse, leaving our Writtle branch at 12 noon, passing our Broomfield branch and ending at our Baddow branch at approximately 12.45pm. There we are holding an historic exhibition, finishing at 4.00pm. **Please feel free to pop in and partake of a piece of anniversary cake and celebratory drink!**



## Who are we?...

As a Funeral Service provider accredited by Investor in People, our professional team of staff are here to help and support families 24 hours a day, 7 days a week, 365 days a year.

As Members of the National Association of Funeral Directors and the Funeral Arbitration Scheme we agree to comply with the Principles and its Code of Practice which includes; the provision of a basic funeral, clear pricing policy, full written estimate of funeral directors' charges, disbursements fees and other service charges together with confirmation of the arrangements being provided before the funeral.

We are also members of the Funeral Planning Authority and adhere to the Authority's strict and comprehensive Code of Conduct, designed to ensure fair dealings with clients who purchase a Chelmsford Star Co-operative inflation proof plan.

We provide a free Bereavement & Aftercare Support Group in Chelmsford, Danbury, Ingatestone, Writtle and Braintree.

For guidance and advice on any aspect please contact us on;

**Freephone 0800 028 4808**

## Keeping you informed

# A potted history lesson

Chelmsford Star Co-operative started back in 1867 and has played its part in many community ventures since then.

In 1936, it had 1286 members but without a funeral department, the benefit had to be passed on to privately owned funeral companies. The Society then decided to open on a joint basis with the Colchester and East Essex Co-operative Society. On 10th April 1936, it launched with an advert in the Essex Weekly News promoting its new service which used motor vehicles rather than horses as used by their competitors. By 1949 it joined with four other co-operative societies to form the Essex Federal Funeral Furnishing Co-operative Society. With its investment of £3,900, the Society was the largest shareholder and the

offices and workshops of the new co-operative were based in Chelmsford. During 1949 a workshop at Coval Lane, Chelmsford produced approximately 200 coffins for the Chelmsford, Braintree, Maldon and Witham Societies. This number was restricted to Chelmsford owing to severe petrol rationing. In 1962 the funeral department moved to 86 Broomfield Road. In 2005 it moved to 78 Broomfield Road in much improved premises. In 1993 the Society finally found premises in Braintree and bought the Christian Science Church in Clare Road, and after extensive renovations it opened in October 1993.

Our Baddow Road branch opened in 2003, Ingatestone opened in 2004 and finally Danbury and Writtle opened in 2007.

## 75 years of service

Service is paramount for us and we strive to ensure that we can offer every last detail to our clients to ensure that their day goes as smoothly as possible.

In the late 1990's we were constantly asked for help with Bereavement and as nothing existed in Chelmsford at the time, and by 2000 we set our first weekly meeting in the Trinity Methodist Hall, Chelmsford. Since then we haven't looked back and have been a port of call for anyone suffering from bereavement that just needs support from others going through the same issues. We now have five bereavement groups servicing

Braintree, Writtle, Ingatestone and Danbury. This service has been one of the main reasons we won the best Customer Services category of the Mid Essex Business awards.

In fact we are rather proud that we won it for 6 years in a row from 2003 to 2008!



## Additional Cars

Chelmsford Star Funerals constantly strive to provide a professional service for their clients and have recently invested in a new fleet of Jaguar cars; the Funeral service is now able to expand this further with the new addition of two more vehicles'; a Daimler Hearse and a Daimler Limousine.

This investment provides extra choice and flexibility to clients as the fleet now consists of a Jaguar Hearse and Limousine, two Daimler Hearse and three Limousines.



## Awards Evening

Chelmsford Star Funerals once again had an opportunity to celebrate as they were recognised for their exceptional work, winning an award from Investors in People.

Gwen Carter-Powell, who presented the award, thought the winners of this award had gone above and beyond the call of duty in terms of working in and for the community.



## Braintree Funeral relaunch

A £30k refurbishment took place at our Braintree Funeral branch, which has been open since 1993.

The unit now has a light airy touch with pastel colours, pale wood and LED lights to give a warm feel. The Chapel of Rest has been enlarged and the home is now disabled compliant.

Pam Goldberger is the home's Funeral Director and has over 20 years of experience in organising funeral arrangements. She was presented with a bouquet of flowers and a cake by the Society, in recognition of the effort she puts into her work, and her continued heavy involvement in the local community. Pam commented, 'We worked hard to ensure we can provide our clients with excellent facilities and services, and offer them relaxing and peaceful arranging rooms where they can be at ease as soon as they walk through the door. Hopefully these improvements to the branch will help us do that.'

The new look chapel was blessed in a ceremony attended by ministers from a number of different religions.



## Your comments are important!

After each funeral we arrange, we send out a survey to find out if there was anything we could have done better. We are pleased to say that annually, well over 50% of clients return the form and all are happy to recommend the service to others. Here are just a few of the many comments we are so pleased to receive.

*'Everything was first class'*

*'An excellent and professional service'*

*'Thanks for the care and dignity shown'*



## Keeping you informed

# Resomation - an alternative to cremation and burials!

Resomation is a water/alkali based (patent pending), environmentally beneficial alternative to cremation and burial and is both dignified and respectful. It has been developed in response to a growing desire for greater choice and increasing environmental awareness.

A funeral involving resomation is exactly the same as one involving cremation until the point at which the coffin is committed from view. In resomation the coffin is placed into a Resomator and instead of fire, it uses a water and alkali based method - also known as alkaline hydrolysis - to break the body down chemically. The process normally takes a few hours (the same as cremation) and once complete, a sterile liquid and bone ash remain. The sterile liquid is returned to the water cycle and just like



cremation the ash remains are placed in an urn and returned to loved ones.

The benefits include a 35% reduction in greenhouse gases and it uses 1/7th of the energy required for a cremation. In the UK up to 16% of all mercury is estimated to be emitted from crematoria because of the fillings in teeth. Resomation produces no airborne mercury emission.

## Cryomation offers a complete return!

This alternative has been developed using liquid nitrogen to freeze the body to 196 °F until the body is brittle. The body is then fragmented, foreign metal removed and the body materials returned to the process. The remains are then freeze dried under a range of vacuumed conditions to remove the moisture. All is then sterile and 100% free of bacteria and viruses. An accelerated composting process further

reduces the mass and means what is returned can itself generate and sustain life. With cremation approximately 2.5% of the body is returned in the form of crushed calcified bone (ash) with cryomation you get it all back minus the moisture. One further useful benefit is that cryomaters can take much bigger bodies, an issue for old cremators as the general populous gets bigger.

## Eco-friendly burial

Chelmsford Star Funerals continuously look at new developments to increase their service. With the increased interest in protecting the environment, we provide Biogradable caskets and urns. We respect people of all origins, cultures, faiths and beliefs and are able to provide a service that suits their requirements and wishes.

Due to people wanting to make their Funeral arrangements as environmentally friendly as possible we are now attending a variety of Natural Cemeteries such as



Epping Forest Burial Park and Maldon Woodlands more frequently, as they offer a natural environment which is a peaceful and tranquil resting place.

## A Funeral Plan that gives you complete peace of mind...

Like most things, funeral costs are rising all the time, but with our four Funeral Plan options you pay for your funeral at today's prices, with nothing more to pay - regardless of when the funeral takes place.

Our simple Funeral Plan starts from as little as £2,695 - call us today for an information pack.



# Bereavement & Aftercare Support

We have been organising Bereavement and Aftercare Support Groups for some years now. They are run by volunteers who may themselves have originally joined our groups for solace and support. Our groups are open to anyone who is bereaved and not just our clients. They are free and an option for those who feel that they are on their own and need the company of others experiencing the same emotions. There is no counselling, just friendly faces willing to discuss everything and anything over a cup of tea.

## OUR GROUPS ARE AS FOLLOWS;

### DANBURY -

Church Meeting Hall, St Johns the Baptist, Church Green, Main Road, Danbury - *First Wednesday of the month - 2pm - 4pm*

### INGATESTONE -

Parish Room, Stock Lane, Ingatestone - *First Tuesday of the month - 10am - 12 noon*

### CHELMSFORD -

The Link (next to Trinity Methodist Church Opp. County Hotel), Rainsford Road, Chelmsford - *First, 2nd and 4th Thursday of the month - 10.30am - 12.30pm*

### BRAINTREE -

Christ Church, London Road, Braintree - *Every Tuesday 1.30pm - 3.30pm*

### WRITTLE -

The Village Hall, The Green, Writtle - *1st Thursday of the month - 2pm - 4pm*

# Death is not a priority

Research has found that 70% plus of over 65's (i.e. 7.5million of UK population) said they were yet to specify what sort of funeral service they wanted. However the take up of pre-payment plans are now gathering momentum as finances are being more stretched in order to avoid future inflation. Our funeral team are experts in these matters and a quick informal chat with them is all it takes.

## *In the community...*

### Trinity Methodist church 50th Anniversary

Funerals Operations manager Craig Jackson attended this special event presenting Reverend Viv Gasteen with a birthday cake to celebrate the occasion. As it was also an open day, Craig spent time talking about eco friendly funerals and showing the collection of biodegradable urns and caskets which have become so popular.

### Essex Show at Barleylands

The Chelmsford Funeral team were out and about again in September when they attended the 25th Essex County Show at Barleylands, Billericay. Lovely weather brought people out in droves and we took the opportunity to take a stand to provide an opportunity for people to see our most recent fleet of cars, a display of coffins, bio gradable urns and caskets, whilst we also offered advice on pre payment plans which have become so popular.



## *Painting up the Christian Growth centre*

We recently sent a team to the Christian Growth Centre, Chelmsford to help redecorate two old worn out rooms, Stu Alleway, Community Pastor of the Christian Growth Centre said,

*"The guys Craig, Del and Stuart from Chelmsford Star Funerals with Tony and Glen from the Society's Support Services, did an amazing job renovating and painting our rooms, which are used for both faith and non-faith based community activities. The paintwork and replaced lights and tile panels have made the room look fresh and more appealing for our visitors. The efforts put in by the team involved have been so appreciated, and the newly decorated rooms will make a huge difference in all the work we do in the community and in Chelmsford. On*



*behalf of CGC I would like to thank the Co-operative funeral team for the great job they did."*

## *Bowling tournament sponsored*

Never missing an opportunity to get themselves out into the community, our funeral team sponsored Writtle Bowling Club's Gala Day in August.

Twenty lawn bowling clubs from around the region played in the Mixed Fours tournament, and Funerals Operations Manager, Craig Jackson, handed out prize money to the winners at the end of a great day.



### Join our Remembrance Evening

Following its success last year, we are going to run the Remembrance Evening again, so make a note in your diary;

**Friday 9th Dec 6.30pm - 8pm  
at 348 Baddow Road.**

**Evening includes; service assisted by a local choir followed by mulled wine and mince pies.**

### *Moulsham Lodge & St. Lukes Church celebrates 50 years*

Chelmsford Star Funerals likes to support churches whenever possible; on this occasion we were happy to assist St Lukes in Moulsham Lodge's 50th anniversary celebrations. We took a car full of balloons to help raise funds for the church. The 'guess how many balloons in car' raised £90 and all the proceeds went to St Luke's Church.



INVESTORS  
IN PEOPLE

*You can find us at...*

For free advice, help and support, please contact us on Freephone: 0800 028 4808

78 Broomfield Road, Chelmsford, Essex CM1 1SS • Tel: 01245 353978

Opening Hours: Mon - Fri: 8.30am - 5pm

348 Baddow Road, Great Baddow, Chelmsford, Essex CM2 9RA • Tel: 01245 268993

Opening Hours: Mon - Fri: 8.30am - 5pm, Sat: 9am - 12 noon

6 Clare Road, Braintree, Essex CM7 2PA • Tel: 01376 551951

Opening Hours: Mon - Fri: 9am - 5pm

47 High Street, Ingatestone, Essex CM4 9DU • Tel: 01277 350988

Opening Hours: Mon - Fri: 9am - 5pm

57A Main Road, Danbury, Essex CM3 4NG • Tel: 01245 221444

Opening Hours: Mon - Fri: 9am - 5pm

60 The Green, Writtle, Chelmsford, Essex CM1 3DU • Tel: 01245 422622

Opening Hours: Mon - Fri: 9am - 5pm

email: [funerals@chelmsfordstar.coop](mailto:funerals@chelmsfordstar.coop)

### **THE LAST TITTER!**

**Spike Milligan**  
(comedy actor of yester  
year) always wanted on  
his epitaph...

*"I told you I was ill" and  
he once wrote "I'm not  
afraid of dying I just don't  
want to be there when  
it happens!"*