



Beckfords

FUNERAL SERVICES LIMITED

*Because we care*

When someone dies  
Our Funeral Guide for family and friends



## Thank you for choosing us as your Funeral Directors

We would like to offer our sincerest sympathies on the loss of your loved one.

It is sometimes difficult to know what to do when faced with bereavement, so this booklet has been put together to provide you with information and advice to help you organise the funeral and to deal with some of the practical matters that arise.

If there is anything you are uncertain of please feel free to ask questions. We are here to help.





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# Introduction to our services

## In good hands

Wholly owned by a local family, Beckfords is the longest-established funeral company in Guernsey, serving the Island's community for over 140 years.

We have earned a reputation for personal service, care and attention to detail and pride ourselves in arranging funerals in accordance with the family's wishes. Our staff will take care of everything, but will never take over.

## In your own time

We are usually called in just after a death and we are keenly aware that it is a highly emotional time. No matter what the circumstances, bereaved family and friends are dealing with sadness, shock, and grief, sometimes for the first time.

We understand, and we will never pressure you to make a decision. We are there to help you and if you feel you are not in the right frame of mind at that time, we will wait until you are ready.

## In accordance with your wishes

Many people don't really think about organising a funeral until they need to and family members and friends don't always discuss their own wishes, so deciding what to do can sometimes be difficult.

Beckfords staff will be on hand to guide you through the funeral process with empathy, sensitivity and care. Based on your thoughts and our years of experience, we will help you decide on the type of funeral that is right for your loved one.

## To the highest standards

At Beckfords our team conduct themselves with the utmost professional integrity, dignity and respect. We follow strict guidelines in health and safety and rigorous regulatory safeguards and controls enabling us to be members of The National Society of Allied and Independent Funeral Directors.







*“Each funeral is unique,  
and we never forget that  
in everything we do”*

# What to do next

When dealing with the death of someone close it can be difficult to know what you should do and when. We have put together a list of the main things you will need to consider and when it is best to do so. However, if you are unsure of anything, please just ask us, we are here to help.

Here is a check list of things to do and people you may need to call:

## Immediately:

Check if the deceased left any instructions regarding their funeral arrangements, such as a funeral plan or expression of wishes.

If you are unaware of any, ask family or friends or contact the deceased's Lawyer/Bank to establish if the deceased left funeral instructions in a will.

Advise the Doctor/hospital staff if the person who has died is an organ donor.

Notify family and close friends.

We will liaise with the doctor on your behalf to ensure the medical certificate is completed.

## In the next couple of days:

Advise any daily services such as:

- Milk retailer and newsagent.
- The Guernsey Voluntary Service, if the person who has died was receiving Meals on Wheels. (tel. 247518).

Also advise:

- The Guernsey Social Security Authority to stop any benefits i.e. supplementary or States pension. The GSSA will notify the UK Department of Social Security, if necessary. (tel. 222500).

## Within 5 days

Every death that occurs in the Island must be registered at the Greffe within 5 working days of the death. As your appointed funeral director, we will arrange this for you.

## Over the next week:

Advise the following organisations:

- The General Practitioner, if he/she is not in attendance after a person's death, to cancel any referral for home help, carers and home nursing.
- The hospital if the person who has died was attending as an out-patient.



## Within the month:

Arrange the return of any aids, appliances or equipment.

- The Community Health Services (tel. 220000).
- St John Ambulance and Rescue Service Health Care Equipment Centre (tel. 729268).
- Healthcare Oxygen Services Limited (tel. 257030).

## Notify States departments

- The Income Tax Authority (tel. 225700).
- The States Housing Authority if the deceased was a tenant in a States rented house (tel. 226550).
- If your right to live in Guernsey was based on your spouse/partner's status as a 'Qualified Resident' or housing licence holder you should contact Population Management (tel. 225790).

## Advise the following organisations:

- Any employer, especially with regard to occupational pension schemes.
- School or college if the deceased was a minor and in education.
- Any bank, post office (savings account), building society, insurance company, pension scheme, loan company / hire purchase company etc.
- Guernsey Electricity / Gas / Water / Sewage / Telephone company / TV licensing department, as applicable.
- Guernsey Post Office for redirection of mail (tel. 711720).

Deal with any instructions about any online presence left by the deceased, e.g. deactivate social media accounts if requested.



# Arranging the funeral

There is a wide choice of funerals available and we will help you decide on one that will best reflect the beliefs and wishes of the deceased.

The information below is designed to help you consider the options and make decisions about the details of the funeral.

## What type of funeral?

Beckfords is experienced in both organising and hosting all types of funerals. These are a few examples to help guide you, or you may prefer to incorporate different elements into a more bespoke funeral:

### Traditional

A traditional funeral is based on Christian beliefs with the choice of readings and hymns to accompany the ceremony and can incorporate at your request a life centred element. This type of ceremony would normally be carried out in a church or chapel.



### Life-centred

A funeral usually conducted by a Civil Celebrant which can be life centred and include non-religious and religious material. Not usually in a church or chapel. Life-centred celebrations can be held at our peaceful purpose-built facility or in local parish halls, community centres or hotels.



### Humanist

A humanist funeral ceremony celebrates a life without any religious rituals, conducted by a Humanist Celebrant, they are life centred funerals with tailored personal touches. Much the same as a traditional funeral, time can be taken for poems, music and reflection.



### All Faiths

Beckfords welcome funeral requirements for all faiths, including Jewish, Hindu, Muslim, Jehovah Witnesses, Bahá'í and others. Promising to deliver in a caring and respectful manner, the finer details of which can be discussed with you at this stage.





## Preferred venue

We arrange funerals to be held at churches, chapels, Le Foulon Crematorium, community halls and hotels across the island.

We also offer our own very special venue for all faiths and beliefs, as well as life centred and humanist ceremonies. Our purpose built facility is bright and peaceful and overlooks a beautiful garden in the quiet countryside of the West coast. It seats up to 40 persons, has parking for 25 vehicles and offers disabled access.

Everything here can be tailored to suit, such as music and personal displays of photographs, video presentations or simply opening the doors to the gardens during warmer months.

## Burial or Cremation?

The decision to opt for burial or cremation may be influenced by the following considerations.

If choosing burial is there a preferred cemetery? Generally, burials are within the parish cemetery where the deceased resided (unless they were in residential care), or at Le Foulon.

Is there an existing grave? If so, please give as many details as you can. If you're not sure, we can find out for you, if it is local.

If opting for cremation what are the specific wishes for the ashes? Are they to be kept at home, placed in a wall of remembrance, or interred? Let us know and we can advise you on the best choice of urns and caskets.

If you are undecided, don't worry, Beckfords can keep the ashes in a secure and respectful place whilst you make your decision.

# Arranging the funeral *continued*

## Choice of coffin

Whether for burial or cremation, a coffin is required for every funeral. There are many options available including:

### Traditional wooden coffin

Beckfords have carefully selected two wooden coffins which we always have available. The veneered Oak or Mahogany coffins are beautifully lined with white satin. Other options are available to order.



### Eco-friendly coffins

These can be cardboard, wicker or other biodegradable materials.



Please note that Eco-friendly coffins may not be accepted by some parish cemeteries or the crematorium.

### Personalised coffin

Picture coffins allow you to personalise the coffin from a choice of designs or a completely unique design tailored to your requirements. This could be with pictures of loved ones, or the emblem of a favourite sports team or hobby.



## Other details to consider:

Would you like a viewing of your loved one at rest?

Is there is a specific outfit you would like them to be dressed in?

Would you like any jewellery to remain with them or be given to you?

Are there any keepsakes you would like to have in the coffin? This may include photographs, letters, ornaments, books.

Please note, if you have chosen a cremation, no flammable or metal items or devices with batteries may be placed in the coffin.

Will you be making arrangements for a wake/funeral reception?





## Floral Tributes

Are there any specific types of flowers or colour of flowers you would like?

Perhaps you would prefer family flowers only or donations in lieu of flowers for charitable/medical/civic organisations?

## The Service

Would you like a death notice in the local paper and/or on our online tribute page to inform the community about the funeral arrangements?

Are there any requests for the guests, such as a dress code that you would like specified?

There is also the option to choose whether you would like the coffin to already be at the venue, or carried in by pallbearers.

Is there any music you would like at the service? This can usually be played before, during and after the service, you can also specify hymns to be sung, in which case we will arrange for musical accompaniment.

Are there any readings, poems or theme of reading you would like?

If you have close family and friends that are unable to attend, you may want to stream or video the funeral, please let us know and we can arrange it for you. Is there anything you would like displayed at the service such as display boards, presentations or particular photographs?

The Order of Service is personalised for each funeral, detailing the various elements of the service. If there are any additional features or design you would like for the Order of Service sheet, please let us know.

## Memorial

Beckfords provides a wide range of memorials made from high quality materials such as Italian marble, granite and natural stone. There are more than 200 designs from which to choose. This includes headstones, cremation memorials and plaques, vases and urns.

Alternatively, if there is an existing memorial you require the details to be added to, we offer a renovation and engraving service.

You simply need to advise us of your choice and the wording you would like inscribed. Please note that new or existing headstones cannot be placed until six months after the burial.



## About the funeral

### Before

Once you have decided on the funeral arrangements, Beckfords will organise everything.

We will contact the minister or officiant and organist, if applicable.

We will also deal with the caretaker/verger, for availability of the venue/church, as well as the cemetery committee and gravedigger or the crematorium.

Usually the minister/officiant will arrange a visit to you to organise the order of service and discuss required hymns/music, readings/prayers/poems and the eulogy/tribute. They will normally ask for background information about the deceased and for you to share fond and happy memories.

Beckfords will also order the flowers if required, put together the order of service sheet and arrange for it to be printed.

We will also liaise with you to decide how many seats should be reserved for the immediate family and discuss with you how you wish messages of condolences to be dealt with.

### On the day

We will make sure that everyone understands the arrangements for the day.

We will travel with the hearse to the church/venue, seat everyone and record the names of all attendees.

Following the service we will take the coffin to the cemetery or crematorium.

### After

Beckfords will collect the Death Certificate from the Greffe for you.

We will also draft a funeral report for your approval and once approved send it to the Guernsey Evening Press.

Finally we will liaise with you with regard to your wishes in the case of any ashes, and also any chosen memorials.



# Financial Support

If you have any concerns about the cost of the funeral, please speak to us and we will do all we can to help.

The States of Guernsey Social Security provide a Death Grant which is a sum of money payable on the death of:

An insured man, his wife, child or widow or, an insured woman, her husband, child or widower.

The amount of the Death Grant is dependent on the number of social security contributions made by the deceased.

Beckfords will help you complete this form on our first visit.

You may also be entitled to other benefits, Bereavement Payment, Bereavement Allowance or Widowed Parents Allowance.

We recommend you phone Social Security (tel.222500) to see if you are eligible.

They may require these documents:

- Death Certificate.
- Marriage Certificate if you have been widowed.
- The deceased's Social Insurance Card details.
- One month's bank statements.

## Funeral Finance

At Beckfords we understand that a funeral can often be an unplanned expense that may be difficult to manage and to help with this we have arranged to provide a facility that will enable you to pay monthly over time.

Funeral finance terms may be flexible based on your personal circumstances and you can choose to spread the cost over a period of 12 – 60 months.

Just ask and we will help you with the application which is usually processed within 24 - 48 hours.



# Emotional Support

Everyone takes time to come to terms with their loss but there are organisations that can help you through this difficult period.

**Guernsey Bereavement Service,**  
Kingsland House, Les Basses Capelles,  
St Sampson  
Tel: 01481 257778

**The Samaritans**  
2 Forest Lane, St. Peter Port.  
Tel: 01481 715515

**Citizens' Advice Bureau,**  
The Bridge, St. Sampsons  
Tel: 01481 242266

**Guernsey Sands**  
(Stillbirth and Neonatal Death Society)  
Provides support and care to anyone affected  
by the death of a baby in Guernsey.  
Email [guernseysands@gmail.com](mailto:guernseysands@gmail.com)

**The Sunflower Project @ The HUB**  
Tel: 01481 724421  
(Support for 11-16 year olds)

**Victim Support Scheme**  
Tel: 01481 223000

**Age Concern**  
Tel: 01481 263228

**Health Information Exchange**  
Tel: 01481 227470





## About Us

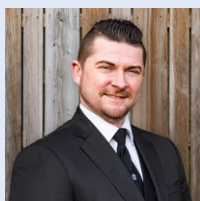


## Our Mission

It is the mission of the team at Beckfords Funeral Services (Beckfords) to assist in the recognition of the value of a life lived and to facilitate meaningful ways for the family and community to honour the memory of their loved one. In doing so we will provide support for each family and care for their loved one with the utmost professionalism, respect, and dignity we would have afforded our own family in time of need.



# Our People



## **Zac Hannis DipFAA, General Manager and Funeral Director**

Zac has worked for Beckfords since 2015. He has a diploma in Funeral Arranging and Administration, a qualification run by the National Association of Funeral Directors.

Zac excels in this role showing an organised and professional approach combining competence, care and compassion. He is passionate about his work and is a valued member of the Beckfords team. He enjoys a challenge and embraces new ideas.

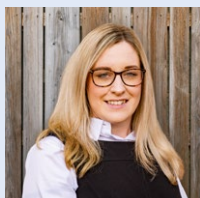


## **Paula Ettesse-Wilson, Funeral Planning and Office Administrator**

Paula previously worked in the finance industry for 20 years before joining Beckfords in 2014. Paula gets involved with many aspects of Beckfords work including in the arrangement of funerals and funeral plans.

She has a very compassionate, caring nature, offering a sympathetic approach, which is apparent as the first point of contact in her capacity as telephonist and receptionist.

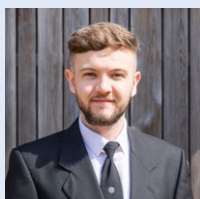
Her duties also include support, administration, and accounts which she handles with care and efficiency.



## **Nadia Hannis, Funeral Planning and Memorials Coordinator**

Nadia has a background in Health and Social Care and having worked in both Residential Care and Extra Care Housing she has all of the qualities that are so important in this role; she is caring, compassionate, efficient and genuinely interested in helping people.

She joined Beckfords in 2021 as a Funeral Planning and Memorials Coordinator and her main focus is to assist the bereaved to organise headstones, cremation memorials and keepsakes, as well as assisting people plan ahead for their own funeral.



## **Clinton Le Page, Assistant Funeral Director**

Clinton is the newest, and youngest member of our team and is an important part of our next generation planning.

Currently studying for the National Association of Funeral Directors Funeral Arranging and Administration Certificate (FAA Cert), Clinton has a natural ability to connect with people and provide them with the caring professionalism they need during their journey of remembrance and grieving.



## **Dave Bichard, Hearse Driver and Pall Bearer**

Dave joined Beckfords in early 2015 as a Pall Bearer. In 2016 he became driver for our Mercedes 250D hearse.

He is a fully qualified mechanic and worked for the St John's Ambulance Station for many years as an Ambulance Mechanic. He is a competent, caring person.





### **Jane Duquemin, Non-Executive Director**

Jane is the daughter of Patron Clem Duquemin.

Having worked many years in finance and then raising her three children, in 2001 she took a more active role within Beckfords as Managing Director and Funeral Director.

Jane feels that being able to help a family through a difficult time makes her role a most rewarding one and says, "Death is a natural part of the life cycle and it is a privilege being able to offer a sensitive, sympathetic and above all professional service for people in a time of need."

Jane retired from the day to day running of the business in 2021 but remains involved as a non-executive director with a continuing very active interest in Beckfords.

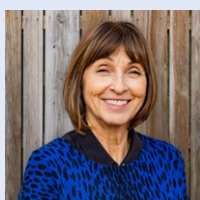


### **Philip Duquemin FCA, Chairman**

Philip is the son of Patron Clem Duquemin and is a chartered accountant by profession. He worked for KPMG in Guernsey and South Africa.

He joined Nashua International (later to become NRG) in Guernsey where he was regional financial director for the international subsidiary operations before becoming managing director of NRG International in 1995 and later board member of Gestetner Holdings PLC.

Philip now provides consultancy services as well as being chairman of a few local companies including Resolution IT Ltd an IT services company.



### **Jackie Duquemin, Non-Executive Director**

Jackie worked as a PA in Guernsey and South Africa. She is the daughter-in-law of Clem and started helping him with office administration at Beckfords when her children were young.

Eventually taking a more active role in the firm as a funeral director, she enjoyed many years being part of the day to day running of the firm which she found very fulfilling.

Jackie remains involved as a non-executive director helping with projects involving the business particularly in planning and marketing and assisted in the development and build of the state-of-the-art premises and garden in 2011.



### **Clem Duquemin, Patron**

Clem is the Patron of Beckfords and started his training with S.A. Pedley Funeral Directors in West Yorkshire whilst an evacuee during the war. He has a lifetime experience within the field of funeral directing.

After the War, Clem returned from Yorkshire and continued funeral directing within the Island alongside his carpentry business. He also held the position of Pastor of Emmanuel Baptist Church for 36 years.

In 1983, Clem's company merged with Beckfords on the retirement of Mrs Bertha Way, the then owner.

Although retired from funeral directing, Clem is still actively interested in Beckfords and his advice and experience is both valued and respected.

## Testimonials

*‘I would like to thank you and your staff for attending to the funeral arrangements in a most professional, caring and dignified manner.’*



*‘Just a short note to thank you for all the help and support that you gave Mum and the rest of the family following Dad’s death. It was obviously a difficult time but the kindness that you showed significantly eased our difficulties and were very much appreciated by us all.’*



*‘I am writing on behalf of the family to thank you for your excellent services and attention to detail in all matters concerning my father’s funeral. A funeral for a person who meant so much to us all is a very harrowing experience, and the high level of service provided by yourselves and the respect shown to all the family will long be remembered.’*



*'We were so pleased to have Dad's funeral at your lovely premises overlooking the garden. The chapel was light and airy, and we appreciated being able to show pictures of Dad during the service.'*



*'I will never forget that you gave up a day off to help me by providing the care and support that you knew I needed.'*



*'Thank you for your kind and sensitive service.'*





# Beckfords

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*Because we care*

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24 Hour Service

Fully accessible premises

Beautiful, tranquil setting

Private Chapel of Rest

Supplier of Memorials

