

# NEWSLETTER



## Who are Crescent Funerals?

Crescent Funerals are an independent Leicester based funeral service provider.

Salim Mangera, who has been involved in bereavement services for over two decades founded Crescent Funerals in early 2020. He is one of the most experienced Muslim funeral arrangers in the city, supporting families in making funeral arrangements and providing professional and compassionate funeral services, whilst ensuring families experience a smooth and seamless process.

Salim's expertise, knowledge and experience came to assist our local communities in responding to the Covid-19 threat in early 2020. He facilitated a coalition of Local Mosques and community organisations across the sectarian divide to build additional capacity within the community, in order to deal with deaths resulting from the pandemic. This coalition, along with the city's Muslim Funeral Directors, Doctors, clinicians, professionals and community workers came together to form COVID-19- Leicestershire Muslim Funeral Support (COVID-19 LMFS).

COVID-19 LMFS then took lead in dealing with deaths resulting from the pandemic, and also dealt with various matters related to the interment of the

deceased. In less than two weeks over 150 Volunteers, both men and women, were fully trained in PPE and infection controls by the group's clinicians. Further training was provided on how to provide ghusl (ritual bath) to prepare the deceased for burial. Teams were then established and allocated tasks with other



responsibilities. These included logistics and burial management. Covid compliant processes were swiftly put in place to ensure the safety of our volunteers, cemetery staff and visitors.

Furthermore, a dedicated site in Highfields was established to deal with covid deaths, thus minimising, and in some cases, eliminating the risk of exposure to other sites within the city where the deceased would normally be prepared for burial. It was indeed a monumental achievement by everyone involved.

*I am aware that Salim has worked tirelessly with professional commitment to ensure that the services to the bereaved are second to none. So many people will work within less than ideal circumstances and yet will not take the initiative to change the situation. This is because they are conditioned to a life of security and conformity.*

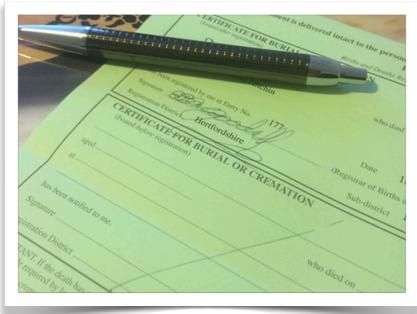
*Salim is not afraid to challenge the status quo. He recognises where things need to improve and he has a desire to make working practices better whilst at all times assuring me of his commitment to the highest quality of work.*

**Professor Catherine Mason**

**HM Coroner for Leicester & South Leicestershire**

We must take this opportunity to acknowledge the commitment demonstrated by the COVID-19 LMFS volunteers, including our Mosque's and community organisations. Their incredible sacrifice during a time of such uncertainty and despair can never be understated. May Allah accept and reward them all abundantly.

Leicester City Council Cemeteries Department must also be recognised for its support. Provisions were made to make burial applications easier and quicker. Burial slot timings were adjusted to accommodate more burials. Many will recall cemetery staff at Saffron Hill Cemetery working tirelessly in hot summer temperatures and during winter in bitter cold weather. Yet, throughout, ground staff were always sensitive to the needs of bereaved family members. As a community, we are truly grateful to Leicester City Council for all the support afforded during a most difficult time.



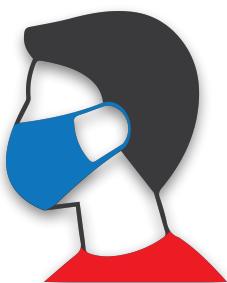
Statutory authority processes also came under review due to the pandemic and remote working was introduced. New processes were put in place that allowed electronic copies of Medical Certificates of Cause of Death (MCCD's) to be sent and received via email. The registering of deaths was permitted over the telephone followed by the issuing of electronic Burial Orders. Every effort was made to make processes as simple, efficient, safe and as stress free as possible. These processes continue to be in place to date.

Crescent Funerals also adopted remote working. Electronic Burial Notices and digitally captured signatures ensured speed of process and minimal inconvenience to family members. Web based resources were made available to ensure the public and funeral applicants always remained informed. Our administrative processes ensured family members remained safe throughout their extremely difficult and emotional journeys.

We promoted "good practice" locally and continued working closely with other local funeral arrangers and volunteers in the city. Resources and training continues to be provided in burial administration and funeral arranging.

Crescent Funerals remains rooted in assisting families arrange and manage funerals for their loved ones, a service we continue to provide as a voluntary service to the community.

Government guidance and restrictions were also introduced and changed periodically. We have all experienced complete lockdown to a stepped return to previous levels of normality. In recent weeks we have seen the emergence of the Omicron variant. Officials are reporting this variant to be the most significant threat since the start of the pandemic. Restrictions are once again being introduced and enforced to limit exposure. We appeal to everyone to adhere to central and local government guidance and to take every precaution necessary in the interest of public health.



We are fortunate in Leicester to have a provision that allows burials to take place outside normal working hours, including weekends and Bank Holidays.

This provision is subject to a competitive tendering process which was undertaken by Leicester City Council in April this year. Crescent Funerals participated in that process and we are extremely pleased to say that our application was successful. The contract and administration of the out of hours burial service was transferred on 1st October 2021 and is now delivered exclusively by Crescent Funerals. The transition from the previous provider was seamless and the service continues to be delivered with consideration towards accessibility, collaborative working at grassroots and a people centred approach.

A dedicated contact number and email address is provided below should you need to arrange a funeral during normal working hours or out of hour's (weekends and Bank Holidays).

To arrange a funeral please call

**07999 776593**

Email: [bookings@crescent-funerals.com](mailto:bookings@crescent-funerals.com)

A call handler will always be happy to advise and assist you with the entire process. As always, you can also get assistance and advice at your local Mosque, community centre or through your local Funeral Director or Funeral Arranger.

For further information on our funeral services and to access online resources please visit our website below:

**[www.crescent-funerals.com](http://www.crescent-funerals.com)**

Please try to appoint an experienced Funeral Director or Funeral Arranger to make your funeral arrangements. There should be an appointed contact person located at your local Mosque or community centre. You will also find links to local Funeral Directors and Funeral Arrangers on our website.

"Dear Salim Bhai,

*On behalf of my family, I would like to express our immense gratitude to you and all the team at Crescent Funerals for coming to our assistance in our time of need. The dignity, respect, empathy, consideration and understanding shown by all the volunteers has comforted us at an extremely difficult time. This much needed service is invaluable and long may it continue. The pandemic has infringed on every aspect of our lives including our religious rites and duties at the time of a loss.*

*Your concern for the deceased and their families is evident in your dedication and charitable actions. Thank you for providing a solution for the Muslim community that adheres to the government rules, is safe and ensures that our religious needs are met.*

*May the Almighty reward you for your sacrifices and protect you all and reward you all abundantly Ameen. May the Almighty accept all of your efforts, keep you all sincere and united in your service to the marhoom and their families. May Allah shower his blessings and mercy on all of you and may this project flourish and continue to benefit the Muslim community. Ameen."*

RS (Jan 2021)

# FACE COVERINGS WHEN TO WEAR ONE



The government has announced that as of **10 December 2021** England will move to Plan B in response to the risks posed by the Omicron variant.

The guidance on face coverings to be worn in certain public venues across England has changed.



**Face masks are required** in a Masjid or other places of worship



**Face masks are required** during funerals where mourners are using the Janazgah at Saffron Hill Cemetery



**Face masks are required** when attending an indoor commemorative event or wake (Taziyat).



Please ensure anyone that is showing symptoms or should be self-isolating **does not** attend the funeral or any commemorative event, including the wake (Taziyat).



You should continue to wear a face covering in other indoor places, especially those that are crowded and enclosed and where you may come into contact with people you do not normally meet.



Stay safe - Try to maintain safe distancing in public places

**Stay Safe - Stay Well - Save Lives.**

[www.crescent-funerals.com](http://www.crescent-funerals.com)