

Institute of Cemetery & Crematorium Management (Inc)



ANNUAL GENERAL MEETING 2019

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NOTICE IS HEREBY GIVEN that the Annual General Meeting of the Institute of Cemetery & Crematorium Management (Inc) will be held at 14:00 on Monday 23rd September 2019 at the Chesford Grange Hotel, Kenilworth, Warwick, CV8 2LD

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**Institute of Cemetery & Crematorium Management (Inc)
Limited by Guarantee**
Founded 1913 – Incorporated 1958 – London Register 610299

Registered Office

**ICCM National Office
City of London Cemetery
Aldersbrook Road
Manor Park
London
E12 5DQ**

NOTICE IS HEREBY GIVEN that the Annual General Meeting of the Institute will be held on Monday 23rd September 2019 at 14:00 at the Chesford Grange Hotel for the following purposes:

Ordinary business

1. Opening of the meeting
2. Apologies for absence
3. To approve the minutes of the Annual General Meeting held on Monday 1st October 2018 at the Oxford Belfry Hotel, Thame.
4. To receive and consider the report of the Board of Directors for the year ended 31st March 2019.
5. To receive and consider the audited accounts for the year ended 31st March 2019.
6. To appoint auditors for 2019/2020 and to authorise the Directors to fix their remuneration. Recommendation of the Board of Directors: Messrs HSKS Greenhalgh and Company, Nottingham.
7. Appointment of Fellows, Life Members, and Honorary Vice Presidents.
8. To confirm the appointments of the President and Deputy President for 2019/2020.
9. To induct the President and Deputy President for 2019/2020.
10. Close of meeting.

NOTES:

Minutes of the Annual General Meeting of the Institute held on Monday 1st October 2018 at the Oxford Belfry Hotel, Thame:

Minutes of the Annual General Meeting held on 1st October 2018 at the Oxford Belfry Hotel, Thame, Nr. Oxford

1. Opening of the meeting

The President opened the meeting and welcomed members.

The president informed members that Tony Crewe, Sheri Coates and Quentin Bowser had died since the last AGM. Members stood in silence to remember those lost members and colleagues.

2. Apologies for absence

John O'Callaghan, Charles Howlett, Manuel Barbara and Alan Till had forwarded apologies

3. To approve the minutes of the Annual General Meeting held on 25th September 2017 at the Oxford Belfry Hotel.

Heather White proposed and Sally Avis seconded that the minutes were approved as a true record. Members agreed on a show of hands.

There were no matters arising.

4. To receive and consider the report of the Board of Directors for the year ended 31st March 2018.

Mathew Crawley proposed and Tim Morris seconded that the report of the directors is accepted. Members agreed on a show of hands.

There were no matters arising.

5. To receive and consider the audited accounts for the year ended 31st March 2018.

Anthony Devonport proposed and Andrew Bond seconded that the accounts be approved. Members agreed on a show of hands.

There were no matters arising.

6. To appoint auditors for 2018/2019 and to authorise the Directors to fix their remuneration. Recommendation of the Board of Directors: Messrs HSKS Greenhalgh and Company, Nottingham.

Martin Birch proposed and Sally Avis seconded that the recommendation of the board be accepted. Members agreed on a show of hands.

7. Appointment of Fellows, Life Members, and Honorary Vice Presidents.

The President announced that the awards would be made at the Convention Dinner.

8. To confirm the appointments of the President and Deputy President for 2018/2019.

The President confirmed appointments for 2018/2019 as:

Sofia Allana as President

Heather White as Deputy President

Linda Barker as Immediate Past President

9. To induct the President and Deputy President for 2018/2019.

The current President Linda Barker inducted Sofia Allana as incoming President. Sofia inducted Heather White as her Deputy President and presented Linda with her Past President's medallion.

10. Close of meeting.

The Chair was passed to Sofia Allana who gave a short speech on her intentions for her year in office and remarking that this was the first time in Institute history that there had been 3 consecutive female presidents. Sofia then duly thanked members for attending the AGM. The meeting was then closed.

NOTES:

**Annual Report of the Board of Directors
for the year ended 31st March 2019**

MISSION STATEMENT

TO PROMOTE THE DEVELOPMENT, ADVANCEMENT AND WELFARE OF OUR MEMBERS.
TO FACILITATE THE BETTER PROVISION, OPERATION, ADMINISTRATION AND
MANAGEMENT OF CEMETERIES, CREMATORIA AND BEREAVEMENT RELATED
SERVICES

PRIMARY PURPOSES:

1. To promote the improvement of cemeteries, crematoria and public services for the disposal of the dead.
2. To promote the advancement and welfare of people employed in the above undertakings.
3. To encourage technical and other studies in relation to the above and to improve and develop the technical and general knowledge of the profession.
4. To provide education and training, including lectures and conferences.
5. To provide library facilities
6. To distribute a journal and papers produced by the Institute.
7. To undertake investigations.
8. To engage people to act in a technical and advisory capacity.
9. To distribute trust funds.
10. To promote, support or oppose initiatives (including proposed legislation) relating to burial, cremation and ancillary public services.

Report of the Board of Directors

2018/19 was a difficult year for the Institute due to the very sad deaths of two of its officers – Journal Officer Sheri Coates and COTS Manager Quentin Bowser. It was hard to lose people who were not only excellent officers dedicated to serving the Institute but were also good friends to fellow officers, Directors and members alike. Sheri and Quentin’s work for the Institute will form part of their legacy, and we will never forget them.

The Journal Editor, Bob Coates, decided to retire following Sheri’s death. Bob and Sheri were instrumental in developing the Journal into a much respected and high quality publication, and they worked hard throughout the year to ensure that each edition was produced and distributed on time. They will be a very hard act to follow, but the Board is committed to ensuring the future of the Journal as a publication that meets members’ needs. The Board would like to extend their very grateful thanks to Bob for his excellent work as the Journal Editor for over 20 years.

The ICCM has a small but dedicated officer team, who worked hard to ensure that, amongst their other duties, the Journal continued to be produced, and COTS courses continued to be delivered, despite the sadness and the difficulties presented by the untimely deaths. The Board are very grateful to the officers and would like to thank them for their resilience during these difficult times.

During 2018/19 the Board reviewed the ICCM Management Plan, and updated it for the next five years. A summary of the tasks relating to the Management Plan is reproduced at the end of this report, together with a status update. One of the tasks was to review the staff structure, and the Board are pleased to announce that Martin Clark, previously the COTS Officer working alongside Quentin, was appointed as COTS Manager. Changes at City and Guilds resulted in a change to how our COTS training is delivered, and it is now possible for one person to both train and assess. The decision has therefore been made to not replace the COTS Officer role, but to use other officers to assist as and when required. A new role of Technical Services and Journal Officer was agreed by the Board, and it will be filled in 2019.

Another of the tasks identified in the Management Plan was to review ICCM Guidance. This will be an ongoing task with regular reviews as and when there are changes that may affect the guidance. The ICCM Management of Memorials Policy was reviewed and updated this year due to a revised British Standard 8415 being published. The Board are grateful to former director Ian Quance for leading this review.

The ICCM continues to be represented on the BRAMM Board, ensuring that burial authorities have a voice on memorial matters. The BRAMM Blue Book was revised to reflect the new BS8415 and is available to download free of charge from the ICCM website.

The ICCM also continues to be represented on the Burial and Cremation Advisory Group run by the Ministry of Justice, and to contribute to consultations relevant to the Sector. This year we have provided data on burial and cremation fees to the Ministry of Justice to help them with establishing a Children's Funeral Fund, as announced by the Prime Minister in April 2018. We are also ready to assist the Law Commission with their promised review of burial and cremation law, but unfortunately this has been delayed due to Brexit – hopefully we will be able to report progress in next year's annual report.

The ICCM has enjoyed a successful partnership with the SLCC for many years, and continues to provide training to parish and local council clerks in cemetery matters. Relationships with other sector organisations are also going from strength to strength, and regular meetings are held to discuss areas of common concern. Two joint one-day seminars have now been held between the ICCM and the Association of Private Crematoria and Cemeteries, the Cremation Society of Great Britain and the Federation of Burial and Cremation Authorities. This year's seminar focussed on the very important topic of the effect of burial and cremation on the environment – a topic that will no doubt become increasingly important as the effects of climate change intensify.

The Board are pleased to note that the number of students studying for Diploma modules remains high, indicating a bright future for cemetery and crematorium management. The number of students attending the annual education seminar has increased over the last two years, and much work is achieved at this important annual event. The Board would like to express their grateful thanks to the Stratford Business School, our educational partners, for helping to ensure that the ICCM Diploma remains a high quality accredited qualification.

The Board would also like to give thanks to Bill Stanley, who has represented the ICCM on several committees in Scotland and has helped with the roll out of regulations made under the Burial and Cremation (Scotland) Act 2016.

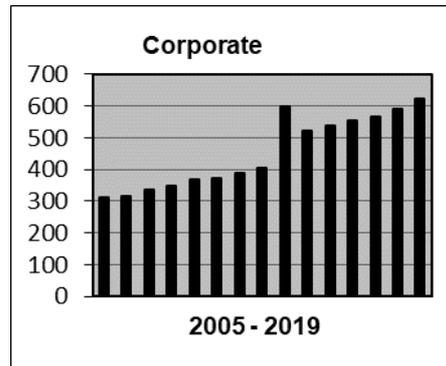
By 31st March 2019, the ICCM Recycling of Metals Scheme had raised £6.6 million for bereavement related charities. The scheme has 178 participating crematoria, and those crematoria that don't currently recycle their metals are urged to do so. Not only does recycling help the environment, but it raised much needed money for charities that do great work with bereaved people.

Despite the sadness of 2018/19, the ICCM has had a successful year, and the Board hope that members are happy with the services they receive. Feedback is very important, and the Board would urge members to make their views known, and to become active through attending meetings and events. The Board would like to thank all members for their continued support, and look forward to reporting on another successful year next year.

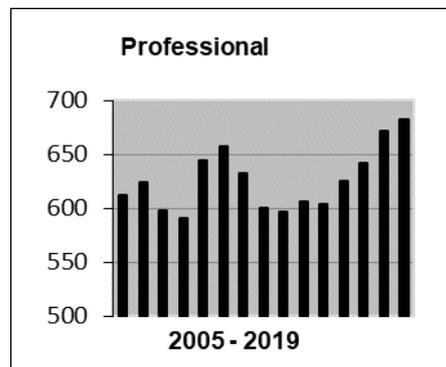
Board of Directors
May 2019

Performance Charts

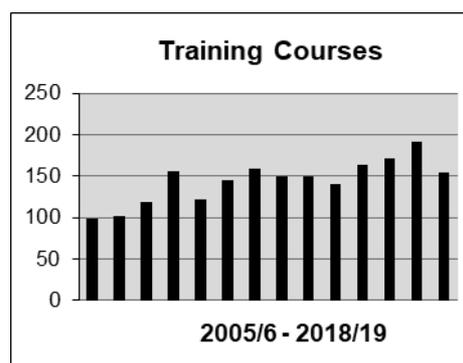
Corporate Membership at 31st March 2019



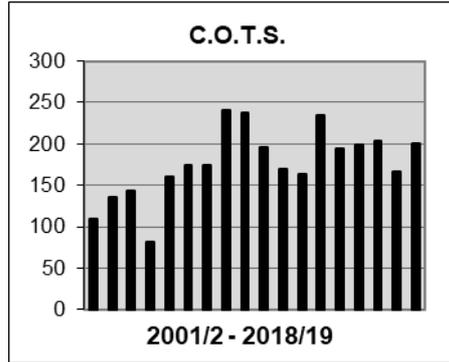
Professional Membership at 31st March 2019



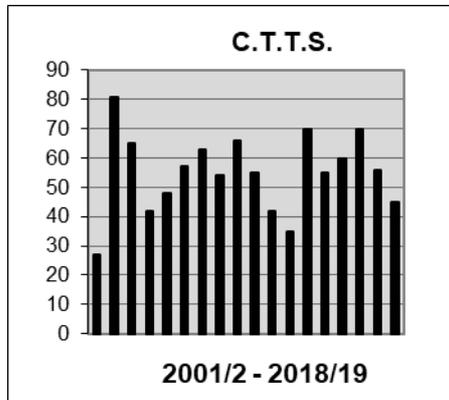
Training Courses 2005/6 – 2018/19



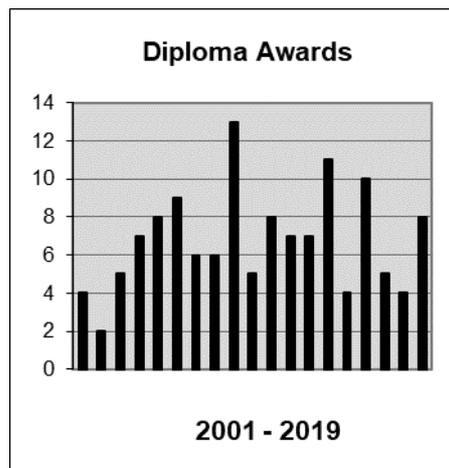
COTS Candidates 2001/2 – 2018/19



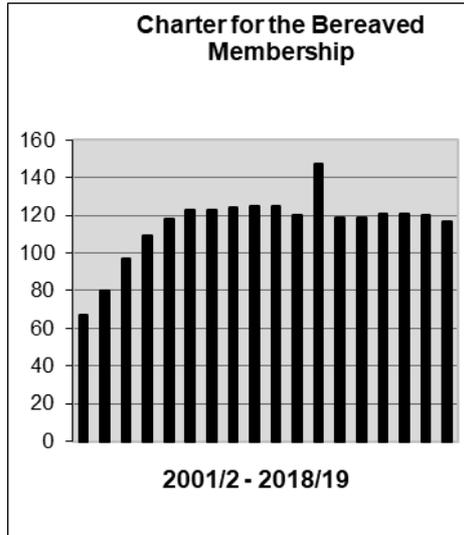
CTTS Candidates 2001/2 – 2018/19



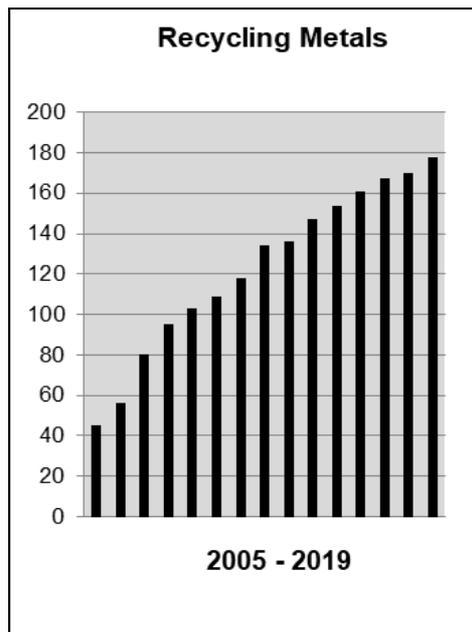
Diploma Awards 2001 – 2019



Charter for the Bereaved 2001/2 – 2018/19



Recycling Metals – Scheme Membership 2005 – 2019



Management Plan Targets – 2018 to 2023

ACTION PLAN					
TASK	Term	Budget	Commence	Completion target	Status
Review Management Plan 2018 - 2023	SHORT	Officer & Board time	April 2018	October 2018	Completed October 2018
Review IT requirements, including website, social media,	SHORT	TBA	April 2018	September 2019	Ongoing – new website in development, Facebook and Twitter used regularly, regular enewsletters sent to members
Review of CTTS	SHORT	Officer & Board time	May 2018	March 2019	First review completed March 2019, further review ongoing due to revised guidance
Review internal policies – establish framework for regular review	SHORT	Officer & Board time	June 2018	March 2020	Ongoing
Review Guidance and establish framework for regular review	SHORT	Officer & Board time	June 2018	March 2020	Ongoing
Review Charters for the Bereaved (Charter and Natural Burial Ground Charter)	SHORT	Officer & Board time	June 2018	March 2020	Ongoing
Branding and marketing	SHORT	TBA	July 2018	June 2019	Nearing completion
Establish feedback system	SHORT	TBA	July 2018	December 2018	Ongoing – Survey Monkey in regular use
Identify new income streams to offset operating costs	MEDIUM	TBA	April 2018	January 2020	Ongoing
Review Education updates and delivery, Education events, tutors, consider self-accreditation	MEDIUM/LONG	TBA	April 2018	March 2019 and ongoing	First phase completed; new tutor days commenced

Review Journal and publications	MEDIUM	Officer & Board time	April 2019	March 2020	Ongoing
Review Accommodation Needs	LONG	Officer & Board time	April 2021	March 2022	Ongoing
Establish a training cemetery and crematorium centre	LONG	TBA	When opportunity arises		Ongoing
Relationship Management – establish most advantageous position for the Institute and its membership	ONGOING	TBA	April 2018		Ongoing – regular meetings with other sector organisations being held; joint seminars held with APCC, CSGB, FBCA
Review staff structure and succession planning	SHORT TERM AND ONGOING	Chief Executive & Board	August 2018 (due to staff deaths)	December 2018 and ongoing	Completed and ongoing. COTS Officer appointed as COTS Manager, and new Technical Services and Journal Officer commencing in post 1/10/2019