

Dear Member

Eastern Branch Meeting, Saturday 27th April 2013

I write to invite you to the next meeting of the Eastern Branch. It will take place on Saturday 27th April 2013 at Cambridge Crematorium, Huntingdon Road, Cambridge, CB2 9JJ. For directions and those using Sat Navs, Please link to www.multimap.co.uk or www.greenflag.co.uk and use the postcode CB2 9JJ.

I and the bereavement team have kindly arranged for Members and their guests to have a tour of the facilities at the Crematorium. Access to this site is very good.

We are fortunate in having two chapels, one is traditional and the other modern, being the inspiration for our mission statement of: *'Where modern meets tradition – your choices are our values'*. The small tradition chapel opened in 1938 and the larger modern chapel in 1991. We currently carry out approximately 2700 cremations in comparison to around 150 burials. A new crematory was built in 2011 to accommodate the installation of new FT machines and associated mercury abatement plant, consisting of one FT3 and 2 FT 3's. This is now behind us and was phase 1 of an improvement plan to the buildings, which commenced in July 2011. Phase two commenced in January 2012 to refurbish the old crematory. We then embarked upon phase 3, the cosmetic side to refurbish the public areas that is due for completion by 31 March 2014.

Our gardens of remembrance consist of traditional memorials like cloister plaques, formal rose beds and wooden benches, plus now available are the more modern memorials, which are being integrated for choice, such as mushrooms, vaults, pedestals, to name a few. The latter are encompassed within focal areas such as a dedicated babies/children's area and a cremated remains garden at one of our cemeteries to reunite the recently deceased with those resting there. We have introduced a memorial display garden to market from... and coupled with this two dedicated family rooms to enhance the customers experience and expectation.

A buffet lunch will be provided. After lunch you are invited to the Annual General Meeting, which will be held in the East Chapel.

The guest speaker will be Chris Bowring. Chris is an accredited workplace mediator whom some of you will remember as a guest speaker at the last ICCM conference. Chris will be talking about mediation and how it can have major benefits to the way we resolve conflicts of all types in the workplace.

Please let me know if you will or will not be attending by emailing me at tracy.lawrence@cambridge.gov.uk or phone 01223 458021 by return. I look forward to hearing from you.

Yours sincerely

Tracy Lawrence M.ICCM

INSTITUTE OF CEMETERY AND CREMATORIUM MANAGEMENT

Registered Office: ICCM National Office, City of London Cemetery, Aldersbrook Road, Manor Park, E12 5DQ
Tel: 020 8989 4661 Fax: 020 8989 6112 Website: www.iccm-uk.com
A Company Limited by Guarantee Founded 1913 – Incorporated 1958 London Register No. 610299

Itinerary
Saturday 27th April 2013

10.30	Members and guests assemble, tea and coffee is being provided
11.00	Welcome & Introduction by Tracy Lawrence, Bereavement Services Manager followed by a tour of the Crematorium and the Gardens of Remembrance
12.00	Lunch
13.00	Annual General Meeting
13.40	Branch Meeting
15.00	Close Meeting

EASTERN BRANCH ANNUAL GENERAL MEETING

Agenda

1. Welcome
2. Election of Branch Chairman 2013
3. Election of Branch Secretary
4. Close of Annual General Meeting

EASTERN BRANCH MEETING

Agenda

1. Welcome by the Chairman of the Branch
2. Apologies received
3. New Members to the Branch
4. Presentation by Chris Bowring – “The benefits of mediation in resolving workplace conflicts”
5. ICCM updated issues
6. Any Other Business
7. Vote of Thanks
8. Close of Meeting

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