



INSTITUTE OF CEMETERY AND CREMATORIUM MANAGEMENT

## Learning Convention and Exhibition 2018

**Oxford Belfry Hotel**

**1<sup>st</sup> – 3<sup>rd</sup> October**



**Developing Organisations**

**Improving Performance**

# Convention Guide

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***Please Note: The views presented by the speakers and exhibitors at the Convention are not necessarily those of the ICCM. The ICCM does not endorse or condone any products or services.***

## Welcome 2018

*By the ICCM President, Linda Barker*



Welcome to the 8<sup>th</sup> Annual ICCM Learning Convention and Exhibition. We have returned for a third year to the Oxford Belfry Hotel following the excellent feedback from members.

The theme this year is Developing Organisations, Improving Performance, with an emphasis on learning, information sharing and wellbeing.

Improving Performance is something that we should all be doing as a priority. It is only by benchmarking and continually striving to improve that we can give the best possible service to our customers. In these austere times, not every improvement costs money and there are often small things that can improve our site and make things just that little bit better for the bereaved. One of the things I like most about Convention is meeting up with old friends and hopefully making some new ones and being able to chat about our services and share ideas which can then be taken back and put into practice in the workplace.

Wellbeing should also be high on our list. I'm sure like me you find that you are being asked to do more and more with no additional staff and of course we all work in a very emotive service. Looking after ourselves is very important and we won't be able to look after our staff and customers if we don't look after ourselves.

The exhibition stands have again been a sell out and I would like to thank all our exhibitors for their continued support which is integral to the success of this event. Please do visit the stands, they are a very friendly group who are always willing to demonstrate their products and offer any advice you need. Blue Audio Visual Ltd is again sponsoring an award for the best exhibition stand, so take a look and then complete the slip you have been given to vote for your favourite display.

Yet again this year the ICCM Officers have worked hard to make sure that we have a range of excellent speakers who will be giving presentations on key topics keeping us right up to date with the latest industry innovations.

Once again there is plenty to keep us busy in the evenings. Blue of Blue Audio Visual Ltd will again be hosting the ever-popular quiz after dinner on Monday night. This is always an enjoyable evening with lots of prizes to be won, which have kindly been donated by the exhibitors. So, pick your team wisely, phones off, no cheating and good luck to you all.

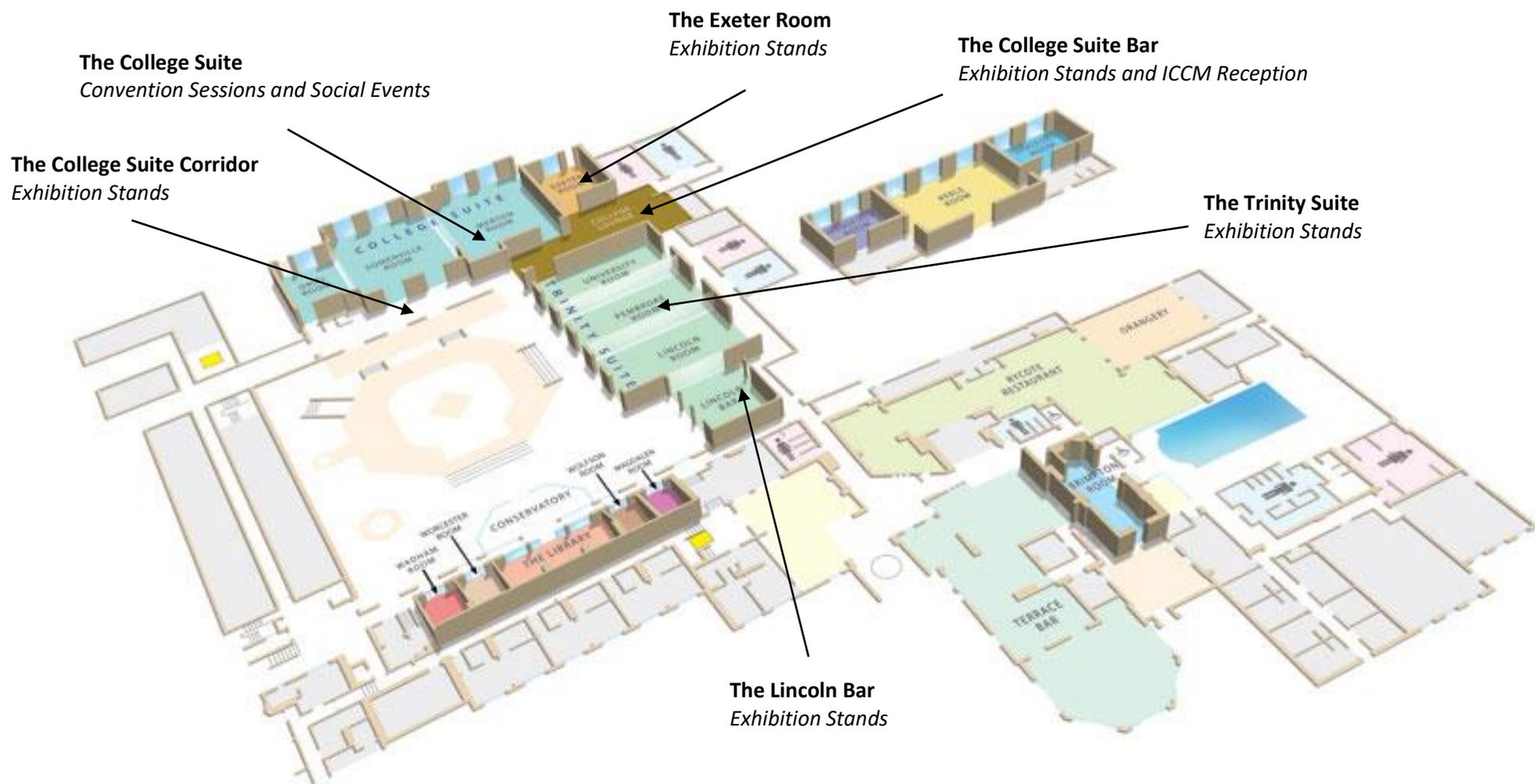
Tuesday night is the ICCM Awards Dinner and Disco. This is an evening where we can applaud, cheer and support our colleagues who have achieved their diploma or other key award. Following dinner will be the Disco so, let your hair down, dance the night away, but beware the photographer!

We also welcome the Presidents of our kindred associations to our Awards Dinner and I would ask you all to make them very welcome. Like us they want to provide excellent services to the bereaved and working together I am sure we will continue to achieve this. I would personally like to take this opportunity to thank them for the kindness and hospitality that they have shown to me and my daughter Cheryl at various functions over the last year.

In closing I would like to thank the ICCM Officers and fellow Directors for all their help and support over the last year. My employer Bournemouth Borough Council, especially my line manager Gary Josey and my staff who have supported and encouraged me throughout the year. A big thank you to my daughter Cheryl who without complaint has accompanied me to events and lastly to you the members for allowing me the privilege of being your President for the past year.

**Linda Barker**  
**ICCM President**

# Oxford Belfry Hotel Plan



# ICCM Learning Convention and Exhibition 2018

## Programme

Monday 1 <sup>st</sup> October		Tuesday 2 <sup>nd</sup> October		Wednesday 3 <sup>rd</sup> October	
09.15		09.15		09.15	
09.30		09.30	What do people assume, want and expect?	09.30	Implants: Burial and Cremation
09.45		09.45		09.45	<i>Ben Whitworth</i>
10.00		10.00	<i>Tom Johnson, Steve Gant and Simon Cox</i>	10.00	Pesticide Use Reduction
10.15		10.15		10.15	<i>Nick Mole</i>
10.30		10.30	Refreshments in the Exhibition	10.30	Refreshments in the Exhibition
10.45		10.45		10.45	Last chance to visit the Exhibition & gain ideas for your service
11.00	Registration Opens	11.00	What the Public Think of Crematoria	11.00	
11.15	Exhibition Opens	11.15	<i>Richard Martin</i>	11.15	Not Everything That Can Be Counted Counts
11.30		11.30	Burial Space Reuse	11.30	<i>Alan Sheldon</i>
11.45		11.45	<i>Mustafa Latif-Aramesh et al</i>	11.45	What Would You Do?
12.00		12.00	Grenfell Tower Fire	12.00	<i>Mat Crawley and Julie Dunk</i>
12.15		12.15	<i>Mohamed Omer</i>	12.15	
12.30	Lunch	12.30	Lunch	12.30	Close of Convention
12.45		12.45			Final Lunch
13.00		13.00			
13.15		13.15			
13.30	Opening of Convention	13.30	Quick & Easy Compliance with new BS8415.		
13.45	President's Address	13.45	<i>David Quinn</i>		
14.00	ICCM AGM	14.00	The Future Regulation of Cemeteries		
14.15		14.15	<i>Heidi Bignell</i>		
14.30	25 Years of Natural Burial	14.30	Developing Organisations, Improving Performance		
14.45	<i>Ken West MBE</i>	14.45	<i>Annie Raven-Vause</i>		
15.00	Refreshments in the Exhibition	15.00	Cemetery of the Year Awards 2018		
15.15		15.15	Philip Potts		
15.30	The Upward Trajectory	15.30	Refreshments in the Exhibition		
15.45	<i>Leona McAllister &amp; Neil Sherrin</i>	15.45	Opportunity to visit the Exhibition		
16.00	Diversity Ready Cems and Crams	16.00			
16.15	<i>Prof Avril Maddrell &amp; Dr Yasminah Beebeejaun</i>	16.15			
16.30	Opportunity to visit the Exhibition	16.30			
16.45		16.45			
17.00		17.00			
17.15		17.15			
17.30	Exhibition closes	17.30	Exhibition closes		
19.00	Bar Opens	18.30	Wine Reception		
19.30	Dinner and Quiz	19.00	ICCM Awards, Dinner and Disco		
		00.30	End of evening		

Please note that the programme may be subject to changes beyond the control of the event organisers.

## **Convention Information**

### **Convention Sessions**

The Convention Sessions will take place in the College Suite, which is situated on the ground floor of the hotel. A Session Chair, who will ensure that papers run to time and will coordinate the taking of questions following each paper, will manage each Convention Session. Please ensure that you take your place in the College Suite in good time.

### **Dress Code**

There is no dress code for the Convention – please wear whatever makes you feel comfortable. The dinner on Tuesday night is slightly more formal, and some people choose to dress up for this. Again, please wear whatever you feel comfortable in.

### **ICCM Surgeries**

If there are any specific problems that ICCM Officers can help with, please visit the ICCM Stand in the College Suite Bar to book a surgery session. ICCM Officers in attendance are:

Julie Dunk	ICCM Deputy Chief Executive
Mathew Crawley	ICCM Technical and Member Services Officer
Trevor Robson	ICCM Finance and IT Manager

### **Certificates**

Attendance at the Convention can count towards your continuing professional development. Please contact Julie Callender at the ICCM National Office if you would like a certificate of attendance.

### **Refreshments**

Tea and coffee will be served during breaks at points within the Exhibition Areas. Breakfast for those that are staying at the Oxford Belfry Hotel will be served in the Ryecote Restaurant. Lunch will be served in the College Suite Bar. Dinner on both evenings will be served in the College Suite.

### **ICCM Diploma Presentation**

The ICCM Diplomas will be presented by the ICCM Chief Executive as part of the Awards Ceremony prior to the Convention Dinner and Disco on the Tuesday evening.

### **Exhibition**

The Exhibition is being held in the Trinity Suite, Lincoln Bar, Exeter Room, College Suite Bar and College Suite Corridor. A plan of the hotel showing the Exhibition area is included in this guide, together with a list of the exhibitors in alphabetical order and by stand number.

The ICCM Exhibition provides an excellent opportunity to meet a vast range of suppliers to the Bereavement Services sector. Many products and services covering every facet of burial and cremation will be on display, so please ensure you make the most of this unique opportunity by spending time in each area of the exhibition.



### **Best Exhibition Stand Award**

This annual award, which is sponsored by Blue Audio Visual Ltd, the Convention Audio Visual company, will be presented during the Awards Ceremony prior to dinner on the Tuesday evening. Factors to consider when voting are design, quality of



displays, accessibility, friendliness of exhibitors, etc. The refreshment breaks provide excellent opportunities to assess these factors and to choose the exhibitor who impresses you the most. Only delegates are allowed to vote, and the winner will be the exhibitor who receives the most votes. Your vote can be placed by entering the name of your chosen exhibitor in the space on the voting slip, which you will find in your delegate pack. Please place your completed forms in the box on the Blue Audio Visual stand by 16.00 on Tuesday 2<sup>nd</sup> October.

### **ICCM Quiz produced by Blue Audio Visual Ltd**

#### **Monday 1<sup>st</sup> October following dinner in the College Suite.**

On Monday evening following dinner we are hosting a Quiz. Teams will be based on the tables within the dining room. There will be 8 rounds of 10 questions each, featuring a variety of topics, hosted by Quiz Meister Blue Donnebaer of Blue Audio Visual Ltd. The aim of the evening is to have some fun and to provide an atmosphere where you can meet colleagues away from the workplace. Prizes have been kindly donated by the exhibitors.

#### **Corkage**

**PLEASE NOTE – BOTTLES OF ALCOHOL NOT PURCHASED FROM THE HOTEL ARE SUBJECT TO CORKAGE CHARGES. PLEASE DO NOT OPEN AND CONSUME ALCOHOL, WHICH HAS NOT BEEN PURCHASED FROM THE HOTEL, IN PUBLIC AREAS WITHIN THE HOTEL. THIS INCLUDES QUIZ PRIZES. ANY CORKAGE CHARGES INCURRED BY ANYONE DRINKING ALCOHOL NOT PURCHASED FROM THE HOTEL IN ANY PART OF THE HOTEL OTHER THAN A BEDROOM WILL BE PASSED ON.**

### **ICCM Awards Ceremony, Convention Dinner and Disco, Tuesday 2<sup>nd</sup> October, College Suite.**

The ICCM Awards Ceremony will be held at 7.00pm, prior to the Convention Dinner. The featured awards are:

Wesley Award for Service Excellence  
 ICCM Diploma Presentations  
 ICCM Honorary Vice Presidencies, Life Members and Fellowships  
 ICCM Photographic Competition  
 Blue Audio Visual Best Exhibition Stand Award

The Convention Dinner will take place following the Awards Ceremony, followed by a Disco until 12.30am. Dress for the evening is smart casual, or whatever you feel comfortable in.

We are pleased to welcome representatives of fraternal organisations, who will be joining us for the Convention Dinner and Disco:

Paul Bowley and Davina Docherty  
David Preston  
Barbara Fowley & Anthony Williams-Price

Society of Allied and Independent Funeral Directors  
Society of Local Council Clerks  
British Institute of Funeral Directors

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### Name Badges

Please ensure that you wear your name badge at all times during the Convention Sessions. At the end of the Convention please leave your name badge on the ICCM Reception desk so they can be recycled.

### Sponsors

The ICCM would like to thank:

**Blue Audio Visual Ltd** for kindly sponsoring the Convention, the Blue Audio Visual Best Exhibition Stand Award and for producing and presenting the ICCM Quiz



#### **Blue Audio Visual Ltd**

We design, specify, install and maintain audio systems, projectors and screens, plasma monitors, height-adjustable lecterns, curtains and drapes for cemetery and crematorium chapels, offices, waiting rooms etc.

To discuss any requirements, you may have please contact us, or visit us on Stand B1 in the College Suite Bar

#### **Blue Audio Visual Ltd**

Unit 8	E: <a href="mailto:blue@blueav.com">blue@blueav.com</a>
Uplands Industrial Estate	T: 07976 937666
Blandford Forum	W: <a href="http://www.blueav.com">www.blueav.com</a>
Dorset	
DT11 7UZ	

The ICCM would also like to thank all the Exhibitors who kindly donated prizes for the ICCM Quiz.

## List of Attendees

### Delegates

Sofia Allana	Islington Council
Clive Andrews	North East Surrey Crematorium
Sally Avis	Bournemouth Borough Council
Natalie Ball	Doncaster Metropolitan Borough Council
Adrian Barbour	Dignity (CMG)
Linda Barker	Bournemouth Borough Council
Nick Barton	City of Lincoln Council
David Baxter	Dignity (CMG)
George Bell	Westerleigh Group
Steve Biggs	Mortlake Crematorium
Martin Birch	Cardiff City Council
David Birchenough	Hastings Borough Council
Andrew Bond	Wigan Council
Natasha Bradshaw	Mortlake Crematorium
Graham Broadbent	Cornwall Council
Gary Burks	City of London Cemetery & Crematorium
Karl Burnikell	South Tyneside Council
Jean Chaplow	Central Durham Crematorium JC
Roy Chinery	Islington Council
Red Clarke	Greenacres Group Ltd
Naomi Coleman	Royal Wootton Bassett Town Council
Ann Collings	The City of Edinburgh Council
Nicola Cook	Dignity (CMG)
Mark Costello	Memorial Protect
Sam Curtis	Greenacres Group Ltd
Kate Davidson	Dignity (CMG)
Tony Davidson	Dignity (CMG)
Kevin Davies	Westerleigh Group
Rachel Deegan	Royal Wootton Bassett Town Council
Anthony Devonport	Barnsley MBC
Gordon Dunn	Westerleigh Group
Chris Eardley	Norwich City Council
Barry Ellis	Salford City Council
Richard Evans	Westerleigh Group
Simon Ferrar	Clandon Wood
Barbara Figueroa	Islington Council
Anita Fish	Wyre Council
Steve Gant	Dignity (CMG)
John Gibbon	Herefordshire Council
Peter Griggs	Wealden District Council
Robin Gurten-Vernieux	Westerleigh Group
Michelle Hales	Dignity (CMG)
Liz Hall	Borough of Poole
Karen Halpin	Greenacres Group Ltd
Graham Harrison	Mountsett Crematorium Joint Committee
Peter Hayden	Dignity (CMG)
Claire Hodges	Southampton City Council
Marisa Isaacs	Greenacres Group Ltd
Karen Jeckell	Cambridge City Council
Ben Jenkins	Cheltenham Borough Council

Alan Jose	Westerleigh Group
Teresa Kearney	SW Middlesex Crematorium Board
Jason King	Westerleigh Group
Simon Kingham	PSP Ltd
Avril Kirby	Brookwood Cemetery
Jacqueline Landy	London Borough of Lambeth
Craig Law	Islington Council
Tracy Lawrence	Nene Valley Crematorium
Sarah Learmont	Dignity (CMG)
Robert Liddington	Chippenham Town Council
Peter Linsell	Peter Linsell Management Consultants
David Loudfoot	Westerleigh Group
Paul May	Dignity (CMG)
Frank McCool	North Lanarkshire Council
Frank Meilack	Kemnal Park Limited
Lydia Merriman	Denmead Parish Council
Sharon Middleton	Tunbridge Wells Borough Council
Gabrielle Miller	Memorial Protect
Leonna Millward	Dignity (CMG)
Andrew Milne	London Borough of Barnet
Susan Moore	Norwich City Council
Tracy Morris	Herefordshire Council
Drew Oxley	Doncaster Metropolitan Borough Council
Rebekah Parrott	Richmond Borough Council
Gabriella Paterson-Griggs	Wealden District Council
Howard Pickard	Resomation
Kevin Pilkington	London Borough of Croydon
Natasha Precious	Guildford Borough Council
Tracy Reed	Westerleigh Group
Amanda Rhodes	Gedling Borough Council
Hayley Roughton	Doncaster Metropolitan Borough Council
Julie Rugg	Cemetery Research Group
Robert Savill	SW Middlesex Crematorium Board
Louise Singer	Bramcote Crematorium
Margi Singh	London Borough of Southwark
Les Smith	Westerleigh Group
Sharon Smith	Maidstone Borough Council
Martyn Stockley	PSP Ltd
Martin Street	Rose Project Management
Kelvin Taylor	Enable, Bereavement
Andrea Taylor	North Tyneside Council
Owen Temple	Mountsett Crematorium Joint Committee
Rita Ward	Greenacres Group Ltd
Helen Webb	London Borough of Barnet
Gillian Weldman-Clarke	Royal Wootton Bassett Town Council
Heather White	Southampton City Council
Sue Young	Forest Row Parish Council

### **Speakers**

Yasminah Beebeejaun	Bartlett School of Planning
Heidi Bignell	Environment Agency
Simon Cox	Dignity
Mathew Crawley	ICCM

Julie Dunk	ICCM
Nick Evans	Bircham Dyson Bell LLP
Steve Gant	Dignity
Tom Johnson	Trajectory
Mustafa Latif-Aramesh	Bircham Dyson Bell LLP
Avril Maddrell	Univertisty of Reading
Richard Martin	Scattering Ashes
Leona McAllister	PlotBox
Peter Mitchell	Peter Mitchell Associates
Nick Mole	Pesticide Action Network UK
Mohamed Omer	Gardens of Peace Muslim Cemetery
Philip Potts	Memorial Awareness Board
David Quinn	BRAMM
Anne Raven-Vause	Heartled Wellbeing Ltd
Alan Sheldon	Liverpool City Council
Neil Sherrin	PlotBox
Ken West	
Ben Whitworth	The Dodge Company Ltd

### **ICCM Directors and Officers**

Sofia Allana	President (incoming)
Linda Barker	President (outgoing)
Martin Birch	Chair of the Board of Directors
Natasha Bradshaw	Director
Bob Coates	Journal Editor
Mathew Crawley	Technical and Member Services Officer
Julie Dunk	Chief Executive
Alan Jose	Director
Tim Morris	Director (incoming)
Mohamed Omer	Director (incoming)
Kevin Pilkington	Director
Ian Quance	Director (outgoing)
Trevor Robson	Finance and IT Manager
Bill Stanley	Director (outgoing)
Heather White	Deputy President (incoming)

### **Exhibitors**

Fiona Mackay	Ashdown Supplies
Lalla Mackay	Ashdown Supplies
Robert Mackay	Ashdown Supplies
Ian Athersmith	ASSETTRAC Ltd
Stephen Laing	ASSETTRAC Ltd
Nabil Laqtaibi	ATI Environment UK Ltd
Amelia Meddick	ATI Environment UK Ltd
Lekh Raj	ATI Environment UK Ltd
Becky Ballinger	Cemetery Development Services Ltd
Darryl Kelly	Cemetery Development Services Ltd
Justin Smith	Cemetery Development Services Ltd
Martin Caxton	Clear Skies Software
Bob Tomes	Colourful Coffins Ltd
Jamie Burges-Lumsden	Deceased Online
Sophie Granger	Deceased Online

Chris Edge	Edge IT Systems Ltd
Ian Quance	Edge IT Systems Ltd
Jonathan Platt	Estate Research
Terri Sorensen	F G Marshall Ltd
Lindsay Spratley	F G Marshall Ltd
Tony Brookes	Facultatieve Technologies Ltd
Steve Telford	Facultatieve Technologies Ltd
Darren Collins	Fibrous
Mark Spooner	Fibrous
Michael Brooks	Funeral Products
Richard Gee	Gem Precast Ltd
Bill Stevenson	Granart
Oliver Stevenson	Granart
Clive Billingham	Greenacre Innovations Ltd
Colin Hood	Greenbridge Designs Ltd
Dennis Millington	Greenbridge Designs Ltd
Barbara Fink	IFZW Maintenance Ltd
Jonathan Heath	IFZW Maintenance Ltd
Ben Houghton	Lyn Oakes Ltd
Marko Dakin	Memorial Trees
James Crossland	Obitus Vivedia
Antonia Wilmot	Obitus Vivedia
Jan Willem Gabriels	Orthometals BV
Hidde Verberne	Orthometals BV
Richard Overton	Overton (UK) Limited
Stuart Rose	Overton (UK) Limited
Philippa Harrison	Pear Technology Services Ltd
Jonathan Smith	Pear Technology Services Ltd
Peter James	PJ Combustion Solutions Ltd
Jo Bell	Plotbox
Leona McAllister	Plotbox
Neil Sherrin	Plotbox
Joe Tweg	SOS Supplies
Anton Matthews	Stone-Safe
Karl Matthews	Stone-Safe
Peter Smith	Teleshore Group
Richard Smith	Teleshore Group
Jim Thomson	Teleshore Group
Karon Buxton	The Columbaria Company
Peter Roper	The Columbaria Company
Ben Whitworth	The Dodge Company Ltd
David Edelstein	Triple E Ltd
Ivette Weijs	Waterurn BV
Jos Weijs	Waterurn BV
Keith Welters	Welters Organisation Worldwide
Alan Jeffrey	Wesley Media
Angela Long	Wesley Media

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### **Technical Crew**

Blue Donnebaer	Blue Audio Visual Ltd
Malcolm Hall	Blue Audio Visual Ltd
Stuart Miller	Blue Audio Visual Ltd

## Presentation and Speaker Notes

### Monday 1<sup>st</sup> October

Session Chair – Linda Barker – ICCM President

13.30

#### Opening of Convention and President's Address

*Linda Barker, ICCM President*

The President, Linda Barker, will open the Convention and will deliver her final address to members before handing over to the incoming President, Sofia Allana, at the AGM.

14.00

#### ICCM AGM

The Annual General Meeting of the Institute of Cemetery and Crematorium Management. All delegates and exhibitors are welcome to stay and participate in the AGM but only members have the right to vote.

14.30

#### 25 Years of Natural Burial

*Ken West MBE*

Natural burial is an established yet small player in the funeral market. It is doubtful it would have succeeded without the private and charitable sector. This is the story of its inception, its impact, and its promotion in a variety of forms. The concept is now expanding in the US, Australia, New Zealand and South Africa.

*Ken West – qualifications*

*Diploma of the Institute of Burial & Cremation Administration (IBCA) 1974*

*Royal Horticultural Society Certificate in General Horticulture 1977*

*Diploma in Management Studies (DMS - Credit) 1991*

*Diploma of the Institute of Leisure and Amenity Management (ILAM) with distinctions 1991*

*Life Member IBCA 1996*

*MBE by HRH Queen Elizabeth in 2002*

*Honorary MA - Durham University 2012.*

*Ken says: I worked in bereavement services for 45 years in Shrewsbury, Sheffield, Wolverhampton, Carlisle, Cardiff and Croydon. I began the individual burial of stillbirths in 1976, opened the world's first natural burial site in 1993, and proposed and wrote The Charter for the Bereaved in 1995 followed by the Assessment Process. I retired in 2006 and subsequently wrote 'A Guide to Natural Burial' in 2010 and 'R.I.P. Off! or The British Way of Death' in 2012. My next book is called 'My Pagan Ancestor Zuri' and is supported through my blog 'stonehengepensioner.com'. The book covers excarnation, or sky burial and the correlation is that both sky burial and natural burial enable us to 'return to nature'.*

**15:00 Refreshments in the Exhibition**

Session Chair – Mathew Crawley – ICCM Technical and Member Services Officer

15.30

### The Upward Trajectory – improving performance and implementation of technology

*Leona McAllister and Neil Sherrin - PlotBox*

Thought provoking insights into how death care facilities can improve performance through the implementation of technological solutions in the modern world.

Includes real world examples and a range of actionable suggestions from the everyday to full scale transformation.

#### **Leona McAllister:**

*Leona graduated with a BA (Hons) Business Studies with Diploma in Industrial Studies and started her career in auditing and governance. Leona is a strong strategic thinker who can understand the forces of change on a largely traditional industry but brings reassurance and safety through detailed and solid planning that mitigates risk and points firmly at the future. Her focus is on building a forensic understanding of customer needs. She guides her commercial team to very focussed solutions that reflect the needs of customers to offer simplicity and efficiency to owners, managers and employees.*

#### **Neil Sherrin:**

*Neil has over 15 years senior marketing and sales experience in both B2B and B2C organisations. Working at a strategic level in commercially oriented roles for both global and niche brands, Neil is a champion of 'big M' marketing and accountability for delivering results.*

*Neil holds a BA (Hons) in Marketing with Business, plus a range of certifications from the Institute of Leadership and Management, the Innovation Engineering Institute, plus a number of Inbound and other Digital Marketing credits.*

16.00

### Diversity-ready Cemeteries & Crematoria; current practice and future planning

*Prof Avril Maddrell – University of Reading and Dr Yasminah Beebeejaun – Bartlett School of Planning*

This paper draws on an 18 month, UK research council-funded, study of Minority cemetery and crematoria provision in 4 case study towns in England and Wales. It argues that diversity-ready cemeteries and crematoria are a necessity for a socially and culturally-inclusive multicultural society. It highlights examples of good practice in terms of site design and management, facilities and liaison, in the context of the challenges faced by providers, and the impact of inadequate provision on mourners.

*Avril Maddrell is Professor in Human Geography at the University of Reading. She is co-author of the 2018 report **Diversity-ready cemeteries and crematoria in England and Wales**; author of 'Mapping Grief' (2016)*

*<http://www.tandfonline.com/doi/full/10.1080/14649365.2015.1075579> and co-editor of *Consolationscapes ...* (Routledge, 2018); *Deathscapes. Spaces for death, dying, mourning and remembrance* (Ashgate, 2010); and *Memory, Mourning, Landscape* (Rodopi, 2010).*

*Yasminah Beebeejaun is Senior Lecturer at the Bartlett School of Planning, UCL, specialising in inclusivity and diversity in planning processes. She is co-author of the 2018 report **Diversity-ready cemeteries and crematoria in England and Wales** and editor of *The Participatory City* (Jovis).*

16.30 – Opportunity to visit the Exhibition

## Tuesday 2<sup>nd</sup> October

Session Chair – Martin Birch – ICCM Chair of the Board of Directors

9.30

### What do people assume, want and expect from funeral directors and crematoria?

*Tom Johnson – Trajectory, Steve Gant and Simon Cox – Dignity Funerals*

This presentation summarises the findings of a year-long programme of research into consumers' views and experiences of funeral services and crematoria.

The research reveals the key priorities of recently bereaved people, which includes care of the deceased and ensuring the funeral runs smoothly. It also reveals that while customers are generally satisfied with the service they receive, this is based on a number of misconceptions, including of regulation and common standards across the industry. Wider research demonstrates that standards can vary widely across the sector – and consumers are deeply concerned to find out that the minimum standards they expect to see do not exist.

*Tom Johnson is Managing Director of Trajectory, an insight and foresight consultancy. In his career Tom has led numerous projects researching the funeral sector, including for Dignity, Royal London and the FBCA. These include researching public and commercial perspectives on crematoria and experiences of bereavement, including the short and long-term impacts of losing a partner.*

*His wider work has included multiple projects exploring end of life finances, including funeral poverty, end of life financial planning and savings depletion during retirement.*

*Steve Gant is Crematoria Director at Dignity, and is responsible for 46 crematoria carrying out over 63,000 cremations annually. Steve has worked in the funeral sector for over 35 years, starting at a local authority crematorium in 1983 then moving into the private sector in 1988. Steve regularly participates in national working consultation groups for the Ministry of Justice and Scottish Government. He is currently studying for a Post Graduate Executive Diploma in Strategic Leadership at Warwick Business School.*

*Simon Cox is Head of Insight at Dignity, and one of the UK's leading authorities on funeral research, responsible for successive commercial and academic studies spanning 15 years.*

*Simon scoped and commissioned the UK's two most authoritative works on funeral costs starting in 2004 and every year up to and including 2016.*

*Other funeral research studies have included inadequacies of state funeral benefits and the need for regulation of Funeral Plans.*

*Simon has spent over 30 years in the Life Insurance and funeral sectors, and sits on various funeral working groups in Westminster and Holyrood.*

### 10.30 – Refreshments in the Exhibition

Session Chair – Dr Julie Rugg – Cemetery Research Group, University of York

11.00

### What the Public Think of Crematoria

*Richard Martin BSc (Hons) – Scattering Ashes*

Original research of what the public think of crematoria, what they like and what they don't like, including the building and ground, the décor, the length of time and the value for money.

*Founder of the leading website for advice on cremation ashes Scattering Ashes, Richard has been blogging and speaking about cremated remains for 10 years. He has written articles on social trends, cultural differences, legislative rulings, celebrity choices as well as pretty much everything else related to ashes.*

*Running the website has meant dealing with people from all over the world for the last ten years and has given him unique access to the changes in how the people are dealing with this stage of the bereavement journey.*

*Richard's background is in the environment with over 25 years at the Environment Agency and the Department for Farming and Rural Affairs. His understanding of the impact of cremated remains upon the land, the water and the air is based on his work across water, soil and air quality.*

## 11.30

### **Burial Space Re-Use – Options and Recent Cases**

*Mustafa Latif-Aramesh and Nick Evans – Bircham Dyson Bell LLP and Peter Mitchell – Peter Mitchell Associates*

Many cemeteries are dealing with the issue of running out of space in their sites. Given the legal restrictions on dealing with human remains and the reluctance of local authorities to authorise cemetery use on alternative sites, a viable alternative is needed. This presentation deals with how cemeteries can seek new powers to re-use existing burial spaces by extinguishing existing burial rights and “lifting and deepening” existing grave sites to allow for re-use. Peter Mitchell will explain the practical benefits of this method and Nick Evans, a parliamentary agent, and Mustafa Latif-Aramesh, a solicitor, will present on the recent legal aspects of the issue and the process.

*Nick Evans is a partner and parliamentary agent at Bircham Dyson Bell, a firm of solicitors based in Westminster. As a parliamentary agent, he has been involved in the promotion of several “Private Bills” including work concerning private cemeteries. Nick also advises on the authorisation of major economic infrastructure, whether in the transport, energy, water or waste sectors, and associated environmental and planning issues.*

*Mustafa is a qualified solicitor who works for Bircham Dyson Bell, a firm of solicitors based in Westminster. He specialises in public, parliamentary and planning law working with a range of public bodies and private entities in dealing with niche areas of the law. He has advised on burial re-use and exhumation. Along with Nick, he was involved in the promotion of the “New Southgate Cemetery Act 2017.”*

*Peter Mitchell has worked in the bereavement services sector for over 35 years, during which time he has also been a Fellow, Director, Officer and Tutor of the ICCM. Peter wrote the IBCA Exhumation Handbook in 1998. Having worked at all levels from operations to management in both public and private sector cemeteries and crematoria and managed a specialist exhumation company, for the last 16 years Peter has been an independent consultant for on all matters relating to burial, cremation and exhumation.*

## 12.00

### **Grenfell Tower Fire**

*Mohamed Omer – Gardens of Peace Muslim Cemetery*

Mohamed will share with my fellow delegates the challenges that we faced with the victims of the Grenfell fire, in terms of the recovery of the remains, burials and logistics

*Mohamed is currently involved with various charities: Board member – External Affairs, Gardens of Peace Muslim Cemetery, based in Hainault Essex. This is the largest dedicated Muslim Cemetery in Europe and has a capacity for 10,000 graves and burials in accordance with Islamic Shariah.*

*Chair – National Burial Council (an umbrella body for all Muslim Community dealing with burials and Deaths)*

*Member of the Burial Cremation Advisory Group at the Ministry of Justice representing the Muslim Community*

*He is a trustee of The Big Issue Invest – an organization funding Social Enterprises that are not able to obtain funding from banks. Mohamed has been actively involved with community work in East London for the last 15 years.*

*He is the Chair of Oaks Park High School in Ilford for the last 14 years. Oaks park is a community school and the only PFI school in the borough.*

*Appointed as a trustee of Haven House Children’s Hospice in Woodford in August 2016.*

*Executive Member of the Federation of Redbridge Muslim Organisations (FORMO)*

*Member of the advisory group on Counter Terrorism at Scotland Yard.*

*Director on the Board of the Institute of Cemetery and Crematorium Management.*

### **12.30 – Lunch**

**Session Chair – Kevin Pilkington – ICCM Director**

### **13.30**

## **Quick and Easy Compliance to the New Memorial Standard BS8415 2018**

*David Quinn - BRAMM*

In order to take responsibility for health and safety and for upholding a duty of care for the general public, many local authorities administer their own registration scheme, to monitor memorial masons who work in their burial grounds. However, ensuring masons and their fixers are properly trained, insured and following correct industry standards, is time consuming and costly. Policing and addressing discipline where standards fall short can be challenging.

To assist with this the paper will:

Review the relevant changes to the memorial standard BS8415 (2018)

Look at the requirements of BS8415 (2018) when checking the condition of existing memorials.

Finally we will consider the benefits of implementing the BRAMM Registration scheme which is available completely free of charge.

BRAMM is a non - commercial, not for profit organisation.

*David is the Technical Officer for the British Register of Accredited Memorial Masons and has been instrumental in helping to produce:*

*British Standard BS8415*

*The BRAMM Blue Book*

*Experience the Benefits of BRAMM (leaflet)*

14.00

## The Future Regulation of Cemeteries

*Heidi Bignell MSc BSc LCGI FGS – Environment Agency*

Whilst legally within the remit of the Environmental Permitting Regulations (England & Wales) 2016, historically the Environment Agency has not utilised its regulatory powers with regards to permitting the burial of human remains within cemeteries and crematoria, preferring to influence their development through the Town & Country Planning process. With the continued increase in population, cemeteries are frequently running out of space. Developers are increasingly looking to develop and extend cemeteries into areas of higher risk to groundwater due to space constraints. We are now looking to utilise our powers more to protect the environment, whilst simultaneously trying to reduce the burden on industry. We are introducing a tiered approach to regulation of human burials. This talk will cover the existing arrangements for cemeteries and crematoria and introduce the new tiered approach to permitting.

*Heidi Bignell is the Environment Agency's national technical lead on cemeteries. Educated at the University of Leeds and then the University of Southampton, she started her career working for the UK Hydrographic Office. She moved to the Environment Agency in 2004, originally in a local area role in Wallingford in Oxfordshire. She moved to a national role in 2011, focussing on groundwater protection. In her spare time, Heidi is studying for a Master of Laws in Environmental Law.*

14.30

## Developing Organisations – Improving Performance

*Anne Raven-Vause SRN, SCM, DPSN, BSc (Hons), FAETC, NLP Master Practitioner, BACP registered Psychotherapist – Heartled Wellbeing Ltd*

Annie Raven-Vause is a Dorset-based 'mind guru' and a master trainer of LEO (Leading in an Empowered Organisation) - a highly successful corporate leadership development programme which has been used as part of the NHS Modernisation Agenda for two decades. The programme enables individuals to change, develop greater personal resilience and take the lead.

Updated and delivered to blue chips and corporates nationwide LEO provides principles centred on connections with others across departments to enable individuals to become more powerful and effective leaders, in preference to rearranging large tracts of an existing business. Teams that attend the program together learn to hold themselves and each other accountable for what they do and how they get the job done.

Annie has spent three decades working in and around health and social care, and she is well versed in both change management and organisational development. Organisations which have embraced LEO include Bournemouth Borough Council, North Dorset District Council, Gloucester and Hampshire County Councils, De Vere Hotels, Ansbury and South Western Ambulance Services NHS Trust.

*A Director in Heartled Wellbeing Ltd Annie is passionate about helping you and your company become more effective.*

*She is a results orientated professional with excellent people and communication skills. Versed in both change management and organisational development she has an eye for detail and brings a creative yet pragmatic approach to any project she undertakes.*

*Recently nominated she is now a semi-finalist in the Venus Business awards Lifetime Achievement category for her contribution to health and social care. She is awaiting publication of her first book 'Possibility Unmasked'.*

15.00

## Cemetery of the Year Awards 2018

*Phillip Potts – Memorial Awareness Board*

A short paper explaining the history of the Cemetery of the Year Awards and the subsequent development of the 2018 competition, followed by the official presentation of the Cemetery of the Year Awards 2018.

**15.30 – Refreshments in the Exhibition**

## Wednesday 3<sup>rd</sup> October

Session Chair – Alan Jose – ICCM Director

9.30

## Implants: Burial and Cremation

*Ben Whitworth – The Dodge Company Ltd*

Ben will explore the medical implants that may cause issues for burial and cremation, and how those issues may be mitigated.

*Ben Whitworth became involved in Funeral Service at the age of fifteen, after a school work experience program. He is a qualified Funeral Director and Embalmer and also holds the Cremation Association of North America Certificate in Cremator Operation as well as being a member of the European Association of Embalmers, The Institute of Anatomical Sciences and The Association of Anatomical Pathology Technologists.*

*Ben joined Dodge in February 2012 and works across the UK with crematoria and cemeteries, as well as hospital and public mortuaries, forensic centres, medical and veterinary schools. Anatomical embalming is a growing field and academic facilities are looking for new and better ways of preparing and conserving specimens. Ben has been heavily involved in this work across the UK and also now in Europe. He also oversees capital design, build and refurbishment projects.*

*He lives in Southampton with his wife Caroline, and cats Penny, Audrey, Rex and Erroll.*

10.00

## Pesticide Use Reduction in the Amenity Sector

*Nick Mole – Pesticide Action Network UK*

The talk will look at the growing move towards pesticide / herbicide free land and grounds management and how this could apply to the cemetery and crematoria industry.

*Nick joined PAN UK in March 2007 as the UK and European Programme Coordinator. At university Nick studied environmental science focussing on hydrology, water quality and environmental hazards.*

*Nick works on a number of different areas including UK agricultural pesticide policy, campaigning for an end to the use of bee toxic pesticides throughout the EU and is currently running the PAN UK Pesticide Free Towns Campaign. The aim of the campaign is to reduce and stop the use of pesticides in the amenity sector. PAN UK has been working in collaboration with a number of UK councils to trial non-chemical weed control methods and to switch away from the use of pesticides.*

## 10.30 – Refreshments in the Exhibition – your last chance to visit the Exhibition this year

Session Chair – Sofia Allana – ICCM President

11.15

### **Not Everything That Can Be Counted Counts and Not Everything That Counts Can Be Counted**

*Alan Sheldon MICCM (Dip) – Liverpool City Council*

Every day I wonder which report, statistical data base, industry study or newspaper report will offer advice as to which is the best way to improve and develop my business?

- Are funerals four, five or six thousand pounds this week in the daily mail?
- Is burial space going to run out in the next 10 years?
- Will Sun Life start giving you a parker pen again, when you ask for a quote now that they have got rid of Parkinson?
- Are savings an asset or a debt?

The sheer volume of data can often cloud our vision, and my paper will look at some the various forms of data we receive and offer a balanced perspective.

The bereavement industry can often be difficult to predict or analyse using traditional management methodology, however, I hope my paper encourages you to question the data and not follow the most popular or loudest opinion.

*Alan has worked in the bereavement industry since 1985 when he began his career at Carmountside Crematorium as an apprentice gardener and gravedigger. Alan has had various roles both manual and managerial with Stoke on Trent Council, however after 19 years, decided to take the leap into the private sector working on a project for a group of Venture Capitalists to develop a cemetery, funeral directors and memorial masonry business. He developed and managed all three, offering a single point of contact for the bereaved in Staffordshire. Alan returned to Local authority management after 5 years in the private sector, working in Oxford and Dacorum before returning to his northern roots taking his current position with Liverpool City Council.*

11.45

### **What Would You Do?**

*Mathew Crawley, Technical and Member Services Officer, and Julie Dunk, Chief Executive - ICCM*

Every day Mathew and Julie take many calls and emails from members and others involved in burial, cremation and caring for bereaved people. With a combined total of over 40 years' experience, they are normally able to provide an answer to the many and varied queries that come in. Every now and again, however, a new query throws a curveball, and requires thought and collaboration to provide a suitable answer.

In this interactive paper, Julie and Mathew will share some of the more unusual questions they have dealt with this year. They will pose the question, then give you a chance to discuss your views with colleagues on your table. Once you have reached a conclusion, you will be asked to vote for one of three possible options. Mathew and Julie will then explain which of the options they chose and why.

The aim of the paper is to show that just when you thought you'd seen everything, you really haven't!

*Mathew Crawley is the ICCM Technical and Member Services Officer. He has worked in various positions within bereavement services for 20 years.*

*Julie Dunk is the Chief Executive of the ICCM, having formerly been their Technical Services and Events Manager. A former archaeologist, Julie joined bereavement services 25 years ago so now is responsible for interring rather than disinterring.*

**12.30 – Close of Convention by Sofia Allana, ICCM President, followed by the legendary closing photo roll capturing the last three days**

**Final Lunch**

**Alphabetical List of Exhibitors**

	<u>Stand</u>
Ashdown Supplies	T6
ASSETTRAC Ltd	T30
ATI Environment UK Ltd	T10, T11
Blue Audio Visual Ltd	B1
Cemetery Development Services Ltd	T3, T4, T5
Clear Skies Software	T26
Colourful Coffins Ltd	C6
Deceased Online	T1
EDGE IT Systems Ltd	T14
Estate Research	E1, E2
F G Marshall Ltd	T19
Facultatieve Technologies Ltd	T7, T8
Fibrous Funeral Supplies	T25
Funeral Products BV	T31
Gem Precast Ltd/Greenacre Innovations Ltd	T22
Granart Limited	T12, T20
Greenbridge Designs	T2
IFZW Maintenance Ltd	T15
Lyn Oakes Ltd	T23
Memorial Trees	T17
Obitus Vivedia	T21
OrthoMetals BV	T28
Overton (UK) Limited	T13
P J Combustion Solutions Ltd	T29
Pear Technology Services Ltd	T18
PlotBox	T9
SOS Supplies	T24
Stone-Safe	L2
Teleshore Group	E3, E4, E5, E6
The Columbaria Company	B2
The Dodge Company Ltd	L3, L4
Triple E Ltd	T27
Waterurn BV	T16
Welters Organisation Worldwide	B3, B4
Wesley Media	C7

**Exhibitors by Stand No****College Suite Bar**

B1	Blue Audio Visual Ltd
B2	The Columbaria Company
B3, B4	Welters Organisation Worldwide

**College Suite Corridor**

C6	Colourful Coffins Ltd
C7	Wesley Media

**Exeter Room**

E1, E2 Estate Research  
 E3, E4, E5, E6 Teleshore Group

**Lincoln Bar**

L2 Stone-Safe  
 L3, L4 The Dodge Company Ltd

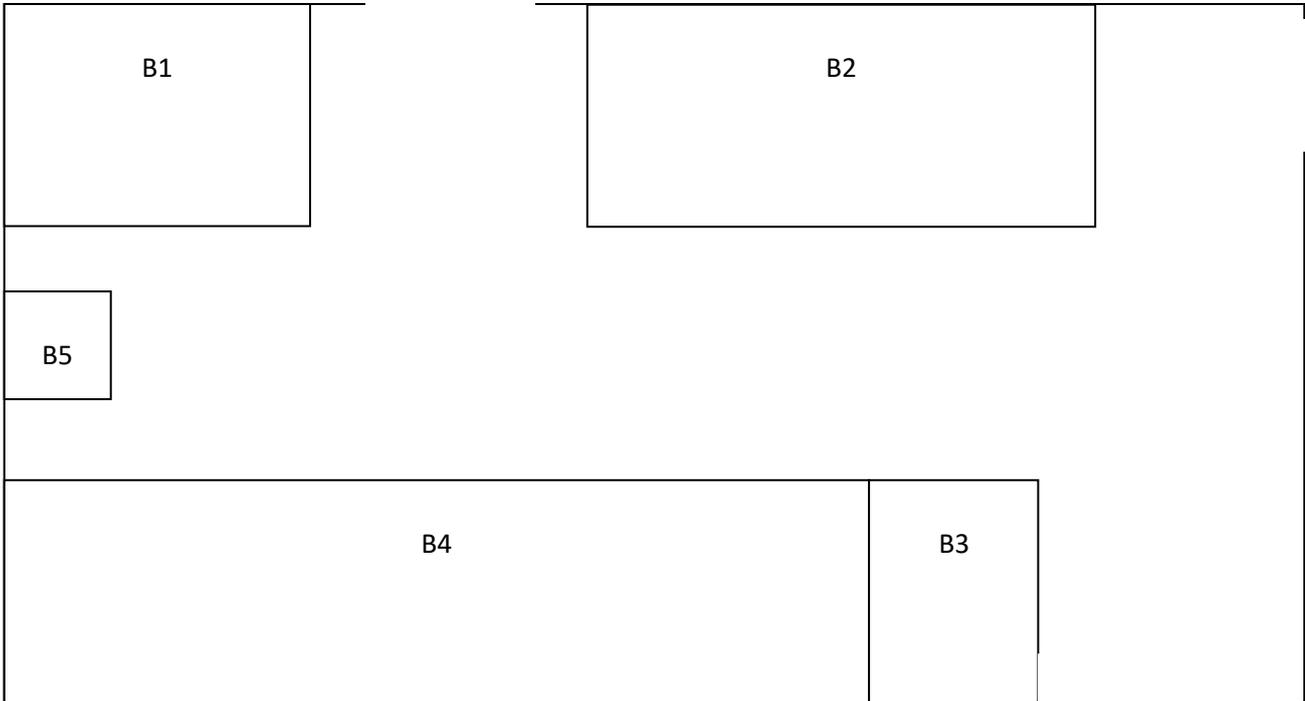
**Trinity Suite**

T1 Deceased Online  
 T2 Greenbridge Designs  
 T3, T4, T5 Cemetery Development Services Ltd  
 T6 Ashdown Supplies  
 T7, T8 Facultatieve Technologies Ltd  
 T9 PlotBox  
 T10, T11 ATI Environment UK Ltd  
 T12, T20 Granart Limited  
 T13 Overton (UK) Limited  
 T14 EDGE IT Systems Ltd  
 T15 IFZW Maintenance Ltd  
 T16 Waterurn BV  
 T17 Memorial Trees  
 T18 Pear Technology Services Ltd  
 T19 F G Marshall Ltd  
 T21 Obitus Vivedia  
 T22 Gem Precast Ltd/Greenacre Innovations Ltd  
 T23 Lyn Oakes Ltd  
 T24 SOS Supplies  
 T25 Fibrous Funeral Supplies  
 T26 Clear Skies Software  
 T27 Triple E Ltd  
 T28 OrthoMetals BV  
 T29 P J Combustion Solutions Ltd  
 T30 ASSETTRAC Ltd  
 T31 Funeral Products BV

**Exhibition Plans**

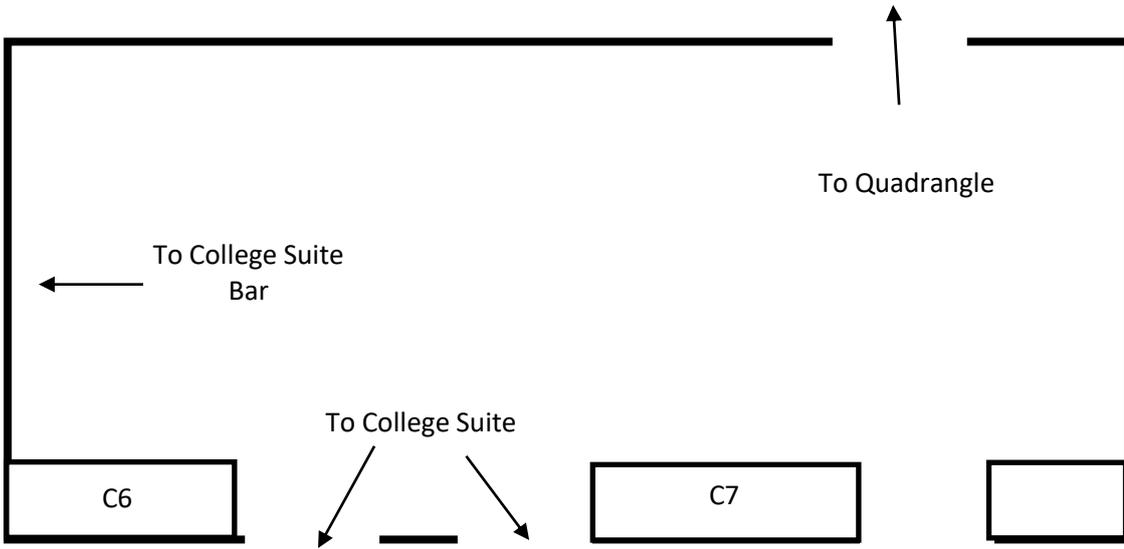
NB Drawings are NOT TO SCALE and are for outline guidance only.

**College Suite Bar**

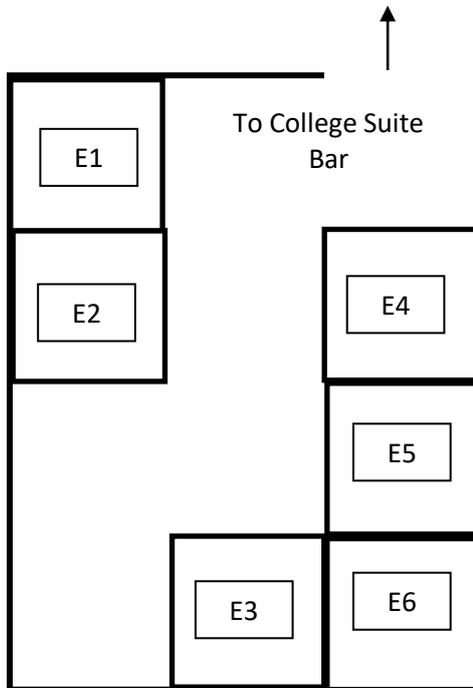


Stand No	Company
B1	Blue Audio Visual Ltd
B2	The Columbaria Company
B3, B4	Welters Organisation Worldwide
B5	ICCM Reception

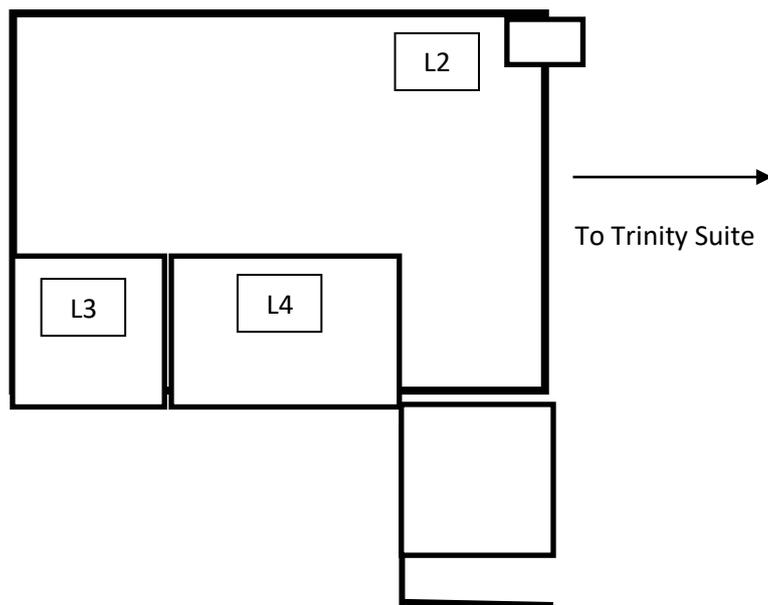
**College Suite Corridor**



Stand No	Company
C6	Colourful Coffins
C7	Wesley Media

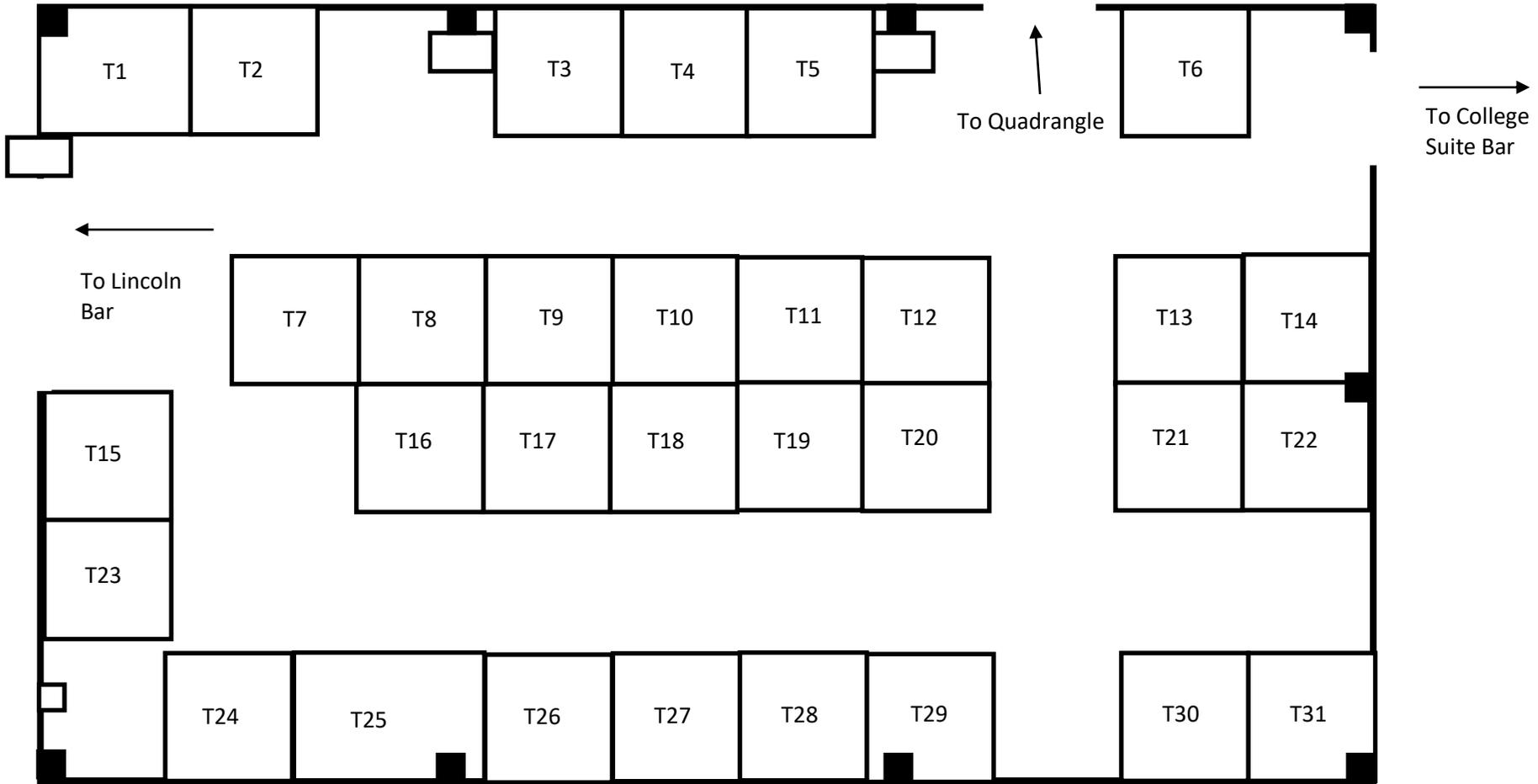
**Exeter Room**

Stand No	Company
E1, E2	Estate Research
E3, E4, E5, E6	Teleshore Group of Companies

**Lincoln Bar**

Stand No	Company
L2	Stone-Safe Ltd
L3, L4	The Dodge Company Ltd

Trinity Suite



<b>Stand No</b>	<b>Company</b>
T1	Deceased Online
T2	Greenbridge Designs Ltd
T3, T4, T5	Cemetery Development Services Ltd
T6	Ashdown Supplies
T7, T8	Facultatieve Technologies Ltd
T9	Plotbox
T10, T11	ATI Environment UK Ltd
T12, T20	Granart Memorials
T13	Overton (UK) Limited
T14	Edge IT Systems Ltd
T15	IFZW Maintenance Ltd
T16	Waterurn BV
T17	Memorial Trees
T18	Pear Technology Services Ltd
T19	F G Marshall Ltd
T21	Obitus Vivedia
T22	Gem Precast Ltd/Greenacre Innovations Ltd
T23	Lyn Oakes Ltd
T24	SOS Supplies
T25	Fibrous
T26	Clear Skies Software
T27	Triple E Ltd
28	OrthoMetals BV
T29	PJ Combustion Solutions Ltd
T30	ASSETTRAC Ltd
T31	Funeral Products

**Exhibitor Information****Ashdown Supplies**

12 Millwood Close  
Maresfield  
East Sussex  
TN22 3AT

Tel: 01825 732295

Email: ashdown.supplies@gmail.com

Web: www.ashdown.supplies.co.uk

**Stand T6****Representatives: Lalla Mackay, Robert Mackay, Fiona Mackay**

With over 20 years in the industry we at Ashdown Supplies like to pride ourselves on being able to provide you with a 1st class service. We will design and produce one off items where possible and where possible we like to support our local economy and use other small companies from the East and West Sussex area. We look forward to seeing you all so we can share with you plans for the next year.

**ASSETTRAC Ltd**

Victoria House  
Henfield Road  
Small Dole  
West Sussex  
BN5 9XE

Tel: 01273 491267

Email: info@assettrac.co.uk

Web: www.assettrac.co.uk

**Stand T30****Representatives: Stephen Laing, Ian Athersmith**

ASSETtrac's involvement with the cemetery world began in 1999 when we first supplied our Eptrace underground pegs to mark grave plots, especially in natural burial grounds. In twenty years this has grown to 110 UK and overseas clients, and microchip identification now extends to trees, memorials, cremated remains, and site machinery.

Having established The Bereavement Services Portal in 2004, we continue to manage this website on behalf of the ICCM, being a gateway to their professional members' site and to the Portal Directory, a comprehensive and editable listing of all active burial grounds and crematoria.

The company also specialises in lowering the cost of running premises that require frequent safety checks. The traditional clipboard is replaced with unique ID, mobile scanner and on line software program to manage all types of inspection recording including trees, memorials, emergency exits, car parks, and the building facilities too. We also track the movement of portable assets and people. A paper free audit trail of all activity is visible 24/7 from any Internet connected device.

Contact Stephen Laing on 01273 491267 or info@assettrac.co.uk. Website www.assettrac.co.uk

**ATI Environment UK Ltd****Stand T10, T11**

Kestrel House  
 Primett Road  
 Stevenage  
 SG1 3EE

Tel: 07739 342683

Email: [Iraj@ati-environment.com](mailto:Iraj@ati-environment.com)

Web: [www.aticremators.co.uk](http://www.aticremators.co.uk)

**Representatives: Nabil Laqtaibi, Amelia Meddick, Lekh Raj**

ATI Environment UK Ltd is based in Hertfordshire. We provide a comprehensive world-wide service to Crematoria covering Cremation and Mercury Abatement equipment along with all ancillary equipment associated with the cremation process. We design, manufacture, supply and install the equipment from our purpose built 9000m<sup>2</sup> factory. Utilising our own highly skilled installation, design and service teams, we have secured over 30 sites across the UK in both public and private sectors.

Working closely with Local Authorities, our projects include the installation of six new cremators together with two triple Mercury filtration units. Equally for the private sector, we have provided multiple Turnkey Crematoria solutions complete with abated cremation equipment.

ATI Environment UK Ltd has established a strong UK based operational team to serve the needs and requirements of our customers, both existing and new.

**Blue Audio Visual Ltd****Stand B1**

Unit 8  
 Uplands Industrial Estate  
 Blandford Forum  
 Dorset  
 DT11 7UZ

Tel: 01202 827172

Email: [blue@blueav.com](mailto:blue@blueav.com)

Web: [www.blueav.com](http://www.blueav.com)

**Representatives: Blue Donnebaer**

Our unique approach of mixing the latest technology with established bereavement procedures makes us worth a visit. Our LED screens in the Convention Suite demonstrate how technology has moved forward and can raise image production in Chapels to a new level.

Our AV8 System, in association with your existing installation or with our unique Box-in-Box viewing screen, can provide pictures and sound from any VGA, or HDMI computer or any iPhone or iPad without the need for high speed internet providing music and visual tributes from an in-house resource.

The M-Power Audio Lectern - Our answer for those people with a need to have a small chapel rejuvenated with a height adjustable lectern and a sound system that is built in. This unit provides a

fully functional microphone and the facility to plug in any audio playing device – iPad, iPhone, mobile or player, putting the officiant in control.

As always, the lecterns, the catafalques, the Book of Remembrance Cabinets, the Loudspeakers and all the other technical support are available to discuss and explore, just pop by.

## **Cemetery Development Services Ltd**

## **Stand T3, T4, T5**

Capability House  
Building 31, Studio 2  
Wrest Park  
Silsoe  
Bedfordshire  
MK45 4HR

Tel: 01525 864387

Email: [beckyballinger@cem-dev.co.uk](mailto:beckyballinger@cem-dev.co.uk)

Web: [www.cemeterydevelopmentservices.co.uk](http://www.cemeterydevelopmentservices.co.uk)

### **Representatives: Justin Smith, Becky Ballinger, Darryl Kelly**

Our extensive depth and breadth of knowledge and experience of cemetery, crematorium and mausoleum feasibility, design and development, along with the technical expertise in groundwater risk assessments and drainage management, has made Cemetery Development Services one of the leading international brands.

With a single point of contact, this experience allows us to manage your entire project from inception to implementation and development completion. Drainage in cemeteries is complex due to the physical, environmental and practical constraints.

CDS are specialists in solutions to surface and groundwater problems.

## **Clear Skies Software**

## **Stand T26**

3 Herald House  
4/6 High Street  
Westerham  
Kent  
TN16 1RF

Tel: 07884 267603

Email: [martin@ccsmail.biz](mailto:martin@ccsmail.biz)

Web: [www.ccsmail.biz](http://www.ccsmail.biz)

### **Representatives: Martin Caxton**

Clear Skies Software provides comprehensive range of computer systems for the administration of crematoria and cemeteries. The systems include internet booking system, internet genealogy system, internet memorial system mapping and memorial risk assessment (including for mobile

devices). Clear Skies Software also provides hosted services, scanning, data entry and coffin lowering systems.

## **Colourful Coffins**

## **Stand C6**

Printworks  
Crescent Road  
Cowley  
Oxford  
OX4 2PB

Tel: 01865 779172  
Email: [enquiries@colourfulcoffins.com](mailto:enquiries@colourfulcoffins.com)  
Web: [www.colourfulcoffins.com](http://www.colourfulcoffins.com)

### **Representatives: Bob Tomes**

Colourful Coffins produce beautiful high quality coffins, in both wood and cardboard. All wrapped in environmentally friendly materials, with brilliant graphics, designed to reflect the life of someone special. Colourful Coffins now offer cremation friendly crystals on both wood and cardboard coffins. All coffins, coverings and crystals approved by the FFMA protocol.

## **The Columbaria Company**

## **Stand B2**

59 New Cleveland Street  
Hull  
HU8 7HB

Tel: 01482 387468  
Email: [peter.roper@odlings.co.uk](mailto:peter.roper@odlings.co.uk)  
Web: [www.columbaria.co.uk](http://www.columbaria.co.uk)

### **Representatives: Peter Roper, Karon Buxton**

*Suppliers of granite memorials including babies and childrens memorials to Crematoria and cemeteries throughout the UK since 1989.*

*Please visit our website [www.columbaria.co.uk](http://www.columbaria.co.uk), or email [columbaria@odlings.co.uk](mailto:columbaria@odlings.co.uk), telephone 01482 387468*

## **Deceased Online**

## **Stand T1**

The Elms  
Isham Road  
Pytchley  
Northamptonshire  
NN14 1EW

Tel: 01536 791568  
Email: [jbl@deceasedonline.com](mailto:jbl@deceasedonline.com)  
Web: [www.deceasedonline.com](http://www.deceasedonline.com)

**Representatives: Jamie Burges-Lumsden, Sophie Granger**

Deceased Online is the only national database website dedicated to statutory burial and cremation records. With over 200 authorities' data on the website or in process and registered users in 100 countries, it has become the de facto resource for genealogists and family historians globally. For councils, it is easy to get data online from any management system with minimal or, in some cases, no capital cost requirement. This means that council and private authorities can immediately scan registers and digitize all data for security and easy reference whilst generating new revenues from a popular tried and tested website.

Deceased Online is a joint enterprise between Gower Consultants, leading suppliers of specialist IT management systems for cemeteries and crematoria and registrars of births, deaths and marriages, and Manuscript Ltd, leaders in digital scanning, data preparation and document restoration.

**The Dodge Company Ltd****Stand L3, L4**

Unit 11 14/15 Ardglen Industrial Estate  
Whitchurch  
Hampshire  
RG28 7BB

Tel: 07557 764861

Email: [b.whitworth@dodge-uk.com](mailto:b.whitworth@dodge-uk.com)

Web: [www.dodge-uk.com](http://www.dodge-uk.com)

**Representatives: Ben Whitworth**

The Dodge Company Ltd is a leading supplier to the Death Care profession and offers a wide range of products and technical support. From mortuary and embalming supplies to memorial items, health and safety equipment to cleaning and hygiene products we are well placed to meet your needs.

With a team of industry qualified and experienced sales consultants, we strive to serve our customers as a resource. Whatever your needs and requirements, we are well placed to help!

**EDGE IT Systems Ltd****Stand T14**

Enterprise House  
Courtaulds Way  
Coventry  
CV6 5NX

Tel: 02476 667337

Email: [admin@edgeitsystems.com](mailto:admin@edgeitsystems.com)

Web: [www.edgeitsystems.com](http://www.edgeitsystems.com)

**Representatives: Chris Edge, Ian Quance**

EDGE IT Systems Ltd is a software house and IT consultancy founded in 1989. We are the creators of Epitaph which is a solution designed to meet the needs of the cemetery and crematorium managers

in the 21st century. EDGE has long been a market leader in the supply of software solutions to Local Councils.

EDGE works with specialist partners to provide a comprehensive solution, including ASSETtrac (Grave Marking Systems), Pear Technology (Mapping), Scripti (Scanning) and Tudor Rose (Back Data Entry). Launched in 2005, Epiaph now has over 90 clients around the country, including Exeter City Council, Havant Borough Council, Westerleigh Group, Memoria and Co-operative Funeralcare.

### **Estate Research**

### **Stand E1, E2**

Bank Chambers  
1 Library Street  
Wigan  
WN1 1NN

Tel: 01942 826500

Email: [jonathan@estateresearch.co.uk](mailto:jonathan@estateresearch.co.uk)

Web: [www.estateresearch.co.uk](http://www.estateresearch.co.uk)

#### **Representatives: Jonathan Platt**

LOCATING NEXT OF KIN - A FREE SERVICE. Estate Research is a leading company of established genealogists. We provide a completely free service to all Public Sector Bodies in locating next of kin, specialising in assisting with Public Sector Funerals. We assist in all circumstances regardless of the financial status and trace kin even if the deceased has no assets.

When assistance is required our research begins immediately, this leads to an extremely high rate of informing family ahead of the funeral, providing positive results for Public Sector Bodies both socially and economically.

Public Sector Bodies assisted Nationwide. Heirs located Worldwide.

### **Facultatieve Technologies Ltd**

### **Stand T7, T8**

Moor Road  
Leeds  
LS10 2DD

Tel: 0113 276 8888

Email: [jennifer.locke@facultatieve-technologies.co.uk](mailto:jennifer.locke@facultatieve-technologies.co.uk)

Web: [www.facultatieve-technologies.com](http://www.facultatieve-technologies.com)

#### **Representatives: Tony Brookes, Steve Telford**

Facultatieve Technologies, being a member of 'the Facultatieve Group' with over 140 years of experience in cremation, is an international market leader in design, construction and maintenance of cremators and incinerators. Our products meet the most stringent environmental legislation ensuring we can supply reliable and fully automated equipment worldwide.

Facultatieve Technologies are designers, manufacturers and installation professionals of cremators, mercury abatement systems and a full range of ancillary equipment including coffin loading machines, foetal remains cremators and ash processing cremulators.

Facultatieve Technologies offers emission testing, mechanical and electrical repairs, computer upgrades plus a comprehensive spare parts service to all makes and models of cremator and all aspects of routine maintenance and repairs; our on-line diagnostics means that we can view any problems remotely and often solve them without the need for an engineer to attend site.

### **F G Marshall Ltd**

### **Stand T19**

Danish Barn  
Langley Bottom Farm  
Langley Vale Road  
Epsom  
Surrey  
KT18 6AP

Tel: 01372 274386

Email: [office@fgmarshall.com](mailto:office@fgmarshall.com)

Web: [www.fgmarshall.com](http://www.fgmarshall.com)

**Representatives: Terri Sorensen, Lindsay Spratley**

Book of Remembrance specialists, on-site bindery, studio and electronic specialists.

### **Fibrous Funeral Supplies**

### **Stand T25**

Unit 6A  
Orient House  
Newton St Hyde  
Cheshire  
SK14 4RY

Tel: 0161 4296080

Email: [mark.spooner@rowlandbrothersinternational.com](mailto:mark.spooner@rowlandbrothersinternational.com)

Web: [www.fibrous.com](http://www.fibrous.com)

**Representatives: Mark Spooner, Darren Collins**

Fibrous has been supplying the crematoria, cemetery and funeral industries for over 70 years. Founded in Cheshire in 1944, the business has been built on supplying direct to Funeral Directors, Cemeteries and Crematoria. This requires the company to hold a wide variety of products to suit all customers and many items can be dispatched for next day delivery.

The Fibrous Cemetery and Crematorium range includes: Polyainers, ash boxes, ash scatterers, carrier bags, memorial benches, floral tribute stands, grave markers, grass grave sets, grave shoring systems, wire bins, putlogs, webbing, soil boxes and vases.

Whatever your requirements, Fibrous strive to deliver it with a fast, efficient and reliable service.

**Funeral Products BV****Stand T31**

41 Chatsworth House  
 Duchess Walk  
 London  
 SE1 2RY

Tel: 07437 0011310

Email: [m.brooks@funeralproducts.nl](mailto:m.brooks@funeralproducts.nl)

Web: [www.funeralproducts.eu](http://www.funeralproducts.eu)

**Representatives: Michael Brooks**

Since 2005, Funeral Products has built a robust reputation as an international wholesaler, specialising in ethically sourced remembrance items.

Funeral Products is firmly committed to the concept of corporate responsibility. "We aim to continually create value for every partner in the chain: manufacturers, funeral profession clients and families; by doing this it allows us to build stronger relationships for not only today but also the future.

We invest and reinvest in our people and the families involved to create an overall better environment" says Michael Brooks, Managing Director, Funeral Products UK.

In recent years, Funeral Products has shifted towards an aim of becoming a more complete and value-added partner for their clients. In 2017 they completed a corporate transition and set up a full-time office and presence here in the UK. This strategic transition enables Funeral Products to take a localised approach to how they service their client's needs.

**Gem Precast Ltd/Greenacre Innovations Ltd****Stand T22**

Unit 13A  
 Holme Industrial Estate  
 Holme on Spalding Moor  
 York  
 YO43 4BB

Tel: 01430 860660

Email: [gemprecast@live.com](mailto:gemprecast@live.com)

Web: [gemprecast.co.uk](http://gemprecast.co.uk)

**Representatives: Richard Gee, Clive Billingham**

GEM Precast specialise in the manufacture of concrete products to the highest quality and standards, providing a wide range of cemetery services including concrete rafts/beams/foundations and concrete burial chambers.

Along with our collaborative partners, Greenacre Innovations Ltd, we are pioneering new technologies by integrating geocomposite and concrete manufacturing techniques. We will be launching our latest precision molded self-assembly grave system made from 100% recycled polymers otherwise destined for landfill or ocean pollution.

Also on display will be our pioneering grey water grave cushion application uniquely and scientifically developed in conjunction with Queens University Belfast for the guaranteed neutralization of multiple grey water contaminants.

We collectively provide initial design, drainage and ground stabilisation systems. We also offer specialist services in bespoke cost-effective mausoleum design and build, a wide range of construction services, planning and project management.

## **Granart Limited**

## **Stand T12, T20**

Windy Walls Farm  
Ashbourne Lane  
Chapel-en-le-Frith  
High Peak  
SK23 9UF

Tel: 01298 814899

Email: [oliver@granart.co.uk](mailto:oliver@granart.co.uk)

Web: [www.granart.co.uk](http://www.granart.co.uk)

### **Representatives: Bill Stevenson, Oliver Stevenson**

*At Granart memorials Bill Stevenson and his family have been specialising in after cremation memorials since 1992.*

*As this sensitive profession has evolved over the past couple of decades so too have Granarts knowledge and skills, with perfection and understanding, enabling them to adapt and continue to strive with the ever increasing changes in memorial styles and demands.*

*Offering the optimum in service and quality to a significantly increasing number of local authority and privately owned cemeteries and crematoriums in the UK.*

## **Greenbridge Designs**

## **Stand T2**

Unit 27 Weston Industrial Estate  
Honeybourne Road  
Evesham  
WR11 7QU

Tel: 01386 840855

Email: [dennis@greenbridgedesigns.com](mailto:dennis@greenbridgedesigns.com)

Web: [www.greenbridgedesigns.com](http://www.greenbridgedesigns.com)

### **Representatives: Dennis Millington, Colin Hood**

Greenbridge Designs Ltd. continually strives to innovate, design and deliver excellent products backed up with great levels of service. Our product portfolio is continually evolving; in addition to our core range of cremation memorials we have a complete range of LACO compliant mausoleum and burial vaults.

As well as the standard range of products available, Greenbridge Designs can create bespoke products to meet your individual needs and manage the entire project from design through to manufacture, civil engineering, installation and hard landscaping. We also offer an after-sales inscription and design service to provide a comprehensive, professional solution to your burial and cremation memorial requirements.

Tel: 01386 848 908      Colin: 07530 596121      Dennis: 07792 805731

### **IFZW Maintenance Ltd**

### **Stand T15**

Suite C  
Huffwood House  
Huffwood Ind Est  
Partridge Green  
West Sussex  
RH13 8AU

Tel: 01403 713310  
Email: [barbara.fink@ifzw.co.uk](mailto:barbara.fink@ifzw.co.uk)  
Web: [www.ifzw.co.uk](http://www.ifzw.co.uk)

#### **Representatives: Barbara Fink, Jonathan Heath**

*Design, manufacture, installation and servicing of cremators, abatement equipment and associated equipment*

### **Lyn Oakes Ltd**

### **Stand T23**

Central Building  
Worcester Road  
Stourport on Severn  
Worcestershire  
DY13 9AS

Tel: 01299 827360  
Email: [sales@lynoakes.co.uk](mailto:sales@lynoakes.co.uk)  
Web: [www.lynoakes.co.uk](http://www.lynoakes.co.uk)

#### **Representatives: Ben Houghton**

*Showcasing British traditional funeral and crematorium attire with an air of classic quality, Lyn Oakes can ensure a smart and sophisticated uniform for your business. With the ability to dress from top hat to brogue, our sales team will be on hand to assist, and understand the ease for our customers to have one supplier for entire uniforms.*

*With over thirty years of expertise, Lyn Oakes will guarantee great service to exceed your expectations, and will set your business apart from the rest. Whether you require a simple addition to your existing uniform, or a complete restyling of design, we work on a no minimum quantity basis but are happy to also furnish large orders.*

*Lyn Oakes welcome you to join them at this year's exhibition, and are happy to discuss any uniform enquiries you may have. With sales representatives covering the whole of the United Kingdom, we can arrange a meeting at your business premises to suit you.*

## **Memorial Trees**

## **Stand T17**

Jaagpad 36  
Haarlem  
Netherlands  
2034 JM

Tel: 00316 28445566  
Email: marko@memorial-trees.co.uk  
Web: www.memorial-trees.co.uk

### **Representatives: Marko Dakin**

*New Ways of Remembrance. Unique memorial trees for Crematoria, Cemeteries, Memorial Gardens, Auditoriums, and individual graves. The CORTEN steel memorial tree is a 'living monument;. The name, birth and eath date are engraved in a personalised metal leaf and hung from the tree, serving as a unique and lasting memorial.*

## **Obitus Vivedia**

## **Stand T21**

Unit 14  
Presidential Buildings  
Savile Street East  
Sheffield  
S4 7UB

Tel: 0203 009 0700  
Email: james@vivedia.net  
Web: www.obitus.com

### **Representatives: James Crossland, Antonia Wilmot**

*Obitus are bereavement audio-visual specialists, delivering music, webcast and visual tributes for thousands of funeral services each year. Working from offices in Sheffield and Reading we proudly work with over 70 funeral venues throughout the UK.*

## **OrthoMetals BV**

## **Stand T28**

Eekhorstweg 32  
Meppel  
The Netherlands  
7942 KC

Tel: 31610307790

Email: [hidde@orthometals.nl](mailto:hidde@orthometals.nl)  
 Web: [www.orthometals.com](http://www.orthometals.com)

**Representatives: Hidde Verberne, Jan Willem Gabriels**

*We process and recycle all metals remaining after cremation.*

*OrthoMetals is ISO9001 & ISO14001 certified and with 20 years of experience we know the needs of a crematorium regarding metal recycling.*

*We conduct the collection and recycling of metals for crematoria worldwide in 22 different countries and with 850 clients.*

*With proceeds of recycling going to a charity of your choice you can make a difference when you start recycling with us.*

*Visit us at the convention or online; we will be happy to demonstrate how we can serve your crematorium in your recycling needs free of charge to you.*

**Overton (UK) Limited**

**Stand T13**

14 Farrier Road  
 Lincoln  
 LN6 3RU

Tel: 01522 690011  
 Email: [richard@overton-uk.co.uk](mailto:richard@overton-uk.co.uk)  
 Web: [www.overton-uk.co.uk](http://www.overton-uk.co.uk)

**Representatives: Richard Overton, Stuart Rose**

*Overton (UK) Limited have been involved in the cemetery market for many years. We import the Danish manufactured STAMA range of 4 electric utility trucks designed for cemetery work with a 1m width. All the trucks are powered by Lithium-Ion battery technology having unrivalled performance and manauverability with a 3 pin plug for charging. The trucks range from a 3 wheeler capacity 350 KG to a 4 wheel drive machine with 1500 KG capacity. We recently introduced a range of three commercial electric mowers using Lithium-Ion batteries. They are a 33" Walk behind, a 48" Stand on and a 52" and 60" Zero turn machine, noise greatly reduced and the HAV's, while service costs are minimal, ideal for cemeteries and crematoriums.*

*We continue to market and supply vacuum litter collectors, street barrows and weedrippers for the removal of moss from tarmac and block paving.*

**Pear Technology Services Ltd**

**Stand T18**

Unit 31  
 Broadmarsh Business Centre  
 Harts Farm Way  
 Havant  
 PO9 1HS

Tel: 07593 299752

Email: [jsmith@peartechtechnology.co.uk](mailto:jsmith@peartechtechnology.co.uk)

Web: [www.peartechtechnology.co.uk](http://www.peartechtechnology.co.uk)

**Representatives: Jonathan Smith, Philippa Harrison**

- *Digital cemetery map creation and editing using PT Mapper Pro software*
- *Linking of digital map to plot/memorial data eg in Epitaph, BACAS, other SQL DB or Excel, creating a cemetery GIS system, using PT Maplink software*
- *Export of map and surveys to GPS hand held for memorial inspections and site surveys, utilising PocketGIS. Supply of high accuracy survey hardware*
- *Online Cemetery Searcher for genealogical searches and admin use*
- *Consultancy, training and support services*

You have submitted the following entry for inclusion in the Event Guide:

**P J Combustion Solutions Ltd**

**Stand T29**

Unit N  
Churchill Industrial Estate  
Churchill Road  
Leckhampton  
Cheltenham  
GL53 7FD

Tel: 01242 216949

Email: [stevemurray@pjcsl.co.uk](mailto:stevemurray@pjcsl.co.uk)

Web: [www.pjcsl.co.uk](http://www.pjcsl.co.uk)

**Representatives: Peter James**

*PJ Combustion Solutions Ltd (CSL) has been undertaking planned preventative maintenance contracts on all types of cremators and ancillary equipment since 2002. We are currently contracted to provide the service and maintenance at over 20 sites in the UK and Republic of Ireland. As UK and Republic of Ireland agents for DFW Europe we have been involved with the installation of new cremators, abatement equipment and high speed ash processors at 4 large sites.*

*CSL are currently contracted to provide the servicing and on-going maintenance at these sites on a long-term basis. CSL are a gas safe registered company and are CHAS accredited.*

**PlotBox**

**Stand T9**

The Ecos Centre  
Kernohans Lane  
Ballymena  
Co Antrim  
BT43 7QA

Tel: 0282 5821005  
 Email: neil.sherrin@plotbox.io  
 Web: www.plotbox.io

**Representatives: Neil Sherrin, Jo Bell, Leona McAllister**

*PlotBox is a cloud based death care management solution that facilitates cemeteries and crematoria in operating to world class standards. PlotBox is unique in that it is the world's first solution to fully integrate 2 previously separate functions - software and mapping. The number and scope of problems this innovation solves, revolutionises the way death care facilities both operate and grow.*

## **SOS Supplies**

## **Stand T24**

Unit 14  
 Northgate Industrial Park  
 Collier Row Road  
 Romford  
 RM5 2BG

Tel: 07970 567546  
 Email: sos.supplies@live.com  
 Web: www.sos-supplies.co.uk

**Representatives: Joe Tweg**

*Tree of Life Sculptures and other Communal Art memorials, handcrafted for indoor our outdoor installation, serving the community with care and sensitivity.*

## **Stone-Safe**

## **Stand L2**

The Memorial Stone Centre  
 Shripney Road  
 West Sussex  
 Bognor Regis  
 PO22 9PB

Tel: 01243 867005  
 Email: info@stonesafe.co.uk  
 Web: www.stonesafe.co.uk

**Representatives: Anton Matthews, Karl Matthews**

Stone-Safe sat on the Technical Committee and the drafting panel and proposed six major changes which are no in the new Standard BS8415 2018. The system meets all the requirements of the new standard and fully satisfies all the criteria in order to reduce product failures and enhance consumer protection and confidence.

**Teleshore Group****Stand E3, E4, E5, E6**

Unit 5 Oakdale Court  
 Oakdale Business Park  
 Oakdale  
 Caerphilly  
 South Wales  
 NP12 4AD

Tel: 01495 212232  
 Email: peter@teleshore.com  
 Web: www.teleshoregroup.com

**Representatives: Peter Smith, Jim Thomson, Richard Smith**

The Teleshore Group is the largest and most varied supplier of products and services to our industry. We offer the most varied and comprehensive ranges of grave shoring and all allied burial products.

Through Gemini we offer the widest range of crematoria products and consumables. We are very proud to have offered people the "Plastic Pledge". Our quality of range and service of supply is regarded as the quickest and most efficient thanks to the large stock holding we can carry for you.

Memsafe Memorial safety management specialists are there to help in every aspect of memorial inspection, Safety Zoning, repair and reinstatement. A pedigree of expertise well known throughout. Our professional and sympathetic Exhumation service offers their clients full assistance for single or multiple exhumations throughout the U.K.

Our answer is Yes, what was your question?

**Triple E Ltd****Stand T27**

16 Airport Industrial Estate  
 Main Road  
 Biggin Hill  
 Kent  
 TN16 3BW

Tel: 01959 570333  
 Email: brenda@3-eee.com  
 Web: www.3-eee.com

**Representatives: David Edelstein**

Triple E supply and install automated curtains and tracking systems. We have a reputation for reliability and attention to detail. Our systems are designed and manufactured by us in the UK. We can provide any shape or layout with our chain driven systems that can incorporate battery backup in case of power failure. Our installation team can travel wherever required.

**Waterurn BV****Stand T16**

Rijksweg Noord 83  
ELST  
Netherlands  
6661 KC

Tel: 00316 15909942

Email: [info@waterurn.co.uk](mailto:info@waterurn.co.uk)

Web: [www.waterurn.co.uk](http://www.waterurn.co.uk)

**Representatives: Jos Weijs, Ivette Weijs**

The Waterurn: a natural farewell

Ashes, placed into the bronze Waterurn, will gradually be returned to the earth. Suitable for private gardens and cemetery. Winner of the International Funeral Award 2006.

**Welters Organisation Worldwide****Stand B3, B4**

PO Box 159  
Carlisle  
CA2 5BG

Tel: 08702 416 422

Email: [admin@welters-worldwide.com](mailto:admin@welters-worldwide.com)

Web: [www.welters-worldwide.com](http://www.welters-worldwide.com)

**Representatives: Keith Welters**

welters® organisation worldwide

The Bereavement Services Division of welters® organisation worldwide has over twenty years of experience in design, manufacture and installation of interment and memorial schemes for Cemeteries and Crematoria.

Services include:

- Cemetery Village®, Mausolea and Burial Chamber schemes
- Cemetery design and build
- Conception to completion turnkey projects
- Shallow grave solution design, manufacture, install
- Landscape and drainage
- High water table installations
- New cemetery, cemetery extension and common section re-use design and build
- 24/7 Cemetery support services and tablet inscription
- Interment and exhumation support and sealing up services
- Emergency express burial chamber installation services
- Training services
- Cemetery acquisition and operation

- Single supply status
- Marketing and promotional services
- Environmental water mass and movement schemes
- 'Pay as you go' financed cemetery re-use schemes
- Full service range provided by directly employed, trained and managed workforce

Visit us at [www.welters-worldwide.com](http://www.welters-worldwide.com)

## **Wesley Media**

## **Stand C7**

20-22 Station Road  
Kettering  
Northants  
NN15 7HH

Tel: 01536 314901

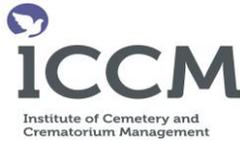
Email: [inf@wesleymedia.co.uk](mailto:inf@wesleymedia.co.uk)

Web: [www.wesleymedia.co.uk](http://www.wesleymedia.co.uk)

### **Representatives: Alan Jeffrey, Angela Long**

**Wesley Media:** The UK's foremost developer and provider of easy-to-use audio and visual media services to assist Crematoria in meeting the changing desire and expectation of the bereaved. To help facilitate and sensibly manage an ever-increasing demand to include more creative and personal content within a modern funeral ceremony.

Premium services provided include; the single-most unique and unmatched library of Music recordings specifically compiled for crematoria use, anywhere. The studio preparation, delivery and display of family Visual Tribute images and video. Webcasting of ceremonies to absent mourners, Digital Signage, AV Systems and more.



## New Training Course Coming Soon

### LEO – a roaring success for developing resilient leaders

Enabling individuals to change and lead in ways that are effective, as opposed to restructuring aspects of an entire organisation, is at the heart of a refreshed corporate leadership development programme.

LEO – Leading in an Empowered Organisation – is a highly successful programme which has been used extensively as part of the NHS Modernisation Agenda for two decades.

Updated and delivered to blue chips and corporates nationwide by master trainer Annie Raven-Vause, LEO provides principles centred on connections with others across departments, enabling individuals to become more resilient leaders, rather than restructuring large tracts of an existing business.

Annie, who is based at Wimborne, Dorset, has spent three decades working in and around health and social care, and is well versed in both change management and organisational development. Organisations which have successfully embraced LEO include Bournemouth Borough Council, North Dorset District Council, Gloucester and Hampshire County Councils, Northamptonshire County Council, De Vere Hotels and South Western Ambulance Services NHS Trust and many more.

“The LEO principles are represented by an empowerment triangle which focuses on connections with others,” said Annie. “We need each other, leaders are present at every level and include colleagues from various departments and related disciplines. Building and nurturing relationships is key to any interaction, whether you are in a senior leadership position, leading on the frontline in the health sector, or dealing with personal relationships within a team.”

This evidence-based interactive programme, delivered under licence to Creative Healthcare Management (CHCM, based in the USA) and its UK partner Choice Dynamic International Ltd, carries 22.5 hours of academic credit and its content supports progress towards the NVQ in Leadership in Management at a L4/5 on the Qualifications and Curriculum Framework (QCF).

It is designed to be delivered as a three-day block, although Annie also operates a ‘two plus one’ format for organisations where it may be difficult to release staff for consecutive days. There is an additional one-day programme for executive directors and board level participants.

“The content has multiple applications and can be tweaked to meet organisational levers, such as those wanting to raise skills in change, relationships, decision making and much more. It works best where an organisation chooses to run one or more programmes, because ideally you need a critical mass of around 17.5 per cent to secure behavioural change at grass roots level,” added Annie.

LEO also benefits employees’ wellbeing, bringing about a reduction in stress as participants develop leadership resilience.

For further details please contact Julie Dunk, ICCM Chief Executive at [julie.dunk@iccm-uk.com](mailto:julie.dunk@iccm-uk.com).