

Institute of Cemetery & Crematorium Management (Inc)



ICCM

ANNUAL GENERAL MEETING 2020

NOTICE IS HEREBY GIVEN that the Annual General Meeting of the Institute of Cemetery & Crematorium Management (Inc) will be held at 15:00 on Thursday 12th November 2020 via video conferencing

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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 Thursday 12th November 2020 at 15.00 via video conferencing 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 23rd September 2019 at the Chesford Grange Hotel, Kenilworth.
4. To receive and consider the report of the Board of Directors for the year ended 31st March 2020.
5. To receive and consider the audited accounts for the year ended 31st March 2020.
6. To appoint auditors for 2020/2021 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 2020/2021.
9. Close of meeting.

NOTES:

Minutes of the Annual General Meeting held on 23rd September 2019 at Chesford Grange Hotel, Kenilworth, Warwickshire

1. Opening of the meeting

The President opened the meeting and welcomed members.

The president informed members that Kate Jensen of Deceased Online, and Brian Kuhrt, retired member and former Journal Editor had died since the last AGM. Members stood in silence to remember those lost members and colleagues.

2. Apologies for absence

Ian Hussein and Linda Barker had forwarded apologies

3. To approve the minutes of the Annual General Meeting held on 1st October 2018 at the Oxford Belfry Hotel

Andy Bond proposed and Nick Barton 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 2019

Graham Harrison proposed and Deborah Balsden 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 2019

Barry Ellis proposed and Louise Singer seconded that the accounts be approved. Members agreed on a show of hands.

There were no matters arising.

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

Brendan Day proposed and Dave Jennings 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 2019/2020.

The President confirmed appointments for 2019/2020 as:

Heather White as President

Marian Webb as Deputy President

Sofia Allana would not become the Immediate Past President as she has resigned from the Board to take up a full-time Officer role.

9. To induct the President and Deputy President for 2019/2020

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

10. Close of meeting

The Chair was passed to Heather White 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 4 consecutive female presidents. Heather 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 2020

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

The end of the financial year 2019/2020 saw the country in an unprecedented situation; the coronavirus crisis forced the country into lockdown to help stop the spread of the virus and its associated illness, Covid-19. Most people had to stop work, but not those in the funeral sector, who, along with other keyworkers, had to keep going to ensure that the deceased and bereaved people were treated with the appropriate sensitivity and dignity. The Board would like to thank members for their hard work in difficult circumstances, and ICCM Officers for issuing guidance and supporting members. More on the crisis will be reported in next year's Report of the Board of Directors.

2019/20 was a year of growth for the Institute. Both Corporate and Professional membership increased, as did the Officer base with the very welcome appointment in October of Sofia Allana as ICCM Technical Services and Journal Officer. Sofia joined the existing Officers - Julie Callender, ICCM Administration Officer; Martin Clark, ICCM COTS Manager; Mathew Crawley, ICCM Technical and Member Services Officer; Julie Dunk, ICCM Chief Executive; Trevor Robson, ICCM Finance and IT Manager, and Charles Ward, ICCM Honorary Solicitor. The Officer team is well placed to deal with all aspects of running the ICCM for the benefit of its members, and to provide training, education, best practice guidance and technical advice. The Board would like to thank the Officers for their dedication and commitment over the last year, helping to take the Institute forward and providing an excellent service for members.

The number of members gaining their Diploma rose this year, which is a great testament to the hard work and dedication of those enrolled on the Diploma courses. The Board congratulate all those that have achieved this important milestone. The Board would also like to thank all those who are currently undertaking Diploma modules, and to encourage them to keep going as the results are definitely worth it. Gaining the Diploma not only gives you an excellent knowledge and understanding of all aspects of cemetery and crematorium management, but also gives you an advantage when developing your career and applying for jobs. Thanks go to our Education partner, Stratford Business School, and all the ICCM Diploma tutors for their hard work in ensuring that the Diploma modules remain fit for purpose and that students get their work marked in a fair and timely fashion.

Training remains one of the key functions of the Institute and the Board are grateful to Martin Birch, David McCarthy and Tim Morris, as well as the ICCM Officers, for continuing to develop and provide training courses to meet the needs of members. The Institute has a long and successful partnership with

the Society of Local Council Clerks, and continues to provide training to parish and local council clerks in all matters relating to cemeteries. Our core courses, the Cemetery Operatives Training Scheme (COTS) and the Crematorium Technician's Training Scheme (CTTS) continue to provide high quality accredited training and qualifications. The Board would like to thank our training partners and also the CTTS examiners for their excellent work in ensuring the schemes retain their coveted accredited status.

By 31st March 2020, the ICCM Recycling of Metals Scheme had raised a total of £8,376,026.22 for bereavement related charities. The scheme currently has 188 participating crematoria, an increase on last year's numbers. This represents over 60% of the crematoria in the UK. Our recycling partner, Orthometals, continues to provide a transparent and fully accountable service, using a small team throughout the entire process to ensure reliability and consistency. Some crematoria have their own arrangements in place for recycling, but those that don't and are continuing to bury metals need to consider the legal implications, as well as the environmental and social benefits.

The Institute has a proven track record of organising successful events, and 2019/20 was no exception. The Education Seminar goes from strength to strength, with an increasing number of students completing their modules at this important event. Officers and Tutors also held individual Seminar style days in several authorities to further provide a conducive environment for students to complete their studies. The Learning Convention and Exhibition at the Chesford Grange Hotel in September saw an excellent range of papers covering key topics, as well as an impressive array of exhibition stands from our sector suppliers showcasing their products and services. We thank all those that continue to support this important annual event.

In November, the ICCM held a Management of Operational Risks from Cemeteries and Crematoria Seminar in conjunction with the CDS Group. This well-attended one-day Seminar covered some interesting and unusual topics, including the management and removal of grave soil arisings, issues caused by invasive species, and unexploded ordinances, which are surprisingly more common than you would have thought!

The Institute continues to be represented on the Burial and Cremation Advisory Group (BCAG) run by the Ministry of Justice, and to contribute to consultations relevant to the sector. Unfortunately the promised Law Commission review of burial and cremation law has been delayed due to Brexit, but hopefully it will recommence soon and the Institute will contribute on behalf of members. This year the Institute contributed to the Competition and Markets Authority's market investigation into the funeral sector, the results of which have been delayed due to the coronavirus crisis. The Institute also contributed to other consultations, including the DWP review of the funeral payment; the Ministry of Justice review of a code of cremation practice, and FSCSR study of funeral sector transparency. The Institute is also represented on the British Register of Accredited Memorial Masons, and the Churches Group on Funerals. Relationships with other sector organisations continue to grow, with regular meetings and cooperation between the FBCA, APCC, Cremation Society, NAFD, SAIF and FFMA.

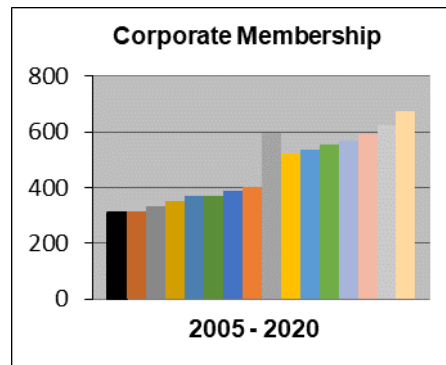
Changes in technology required that the Institute website had to be transferred to a new platform, which led to some initial teething troubles. Despite these, the website continues to be heavily visited, and is a vital tool in helping to spread information and best practice guidance to members. This year also saw an increase in the use of social media, such as Facebook, Twitter and LinkedIn, to help disseminate information to members and the wider sector.

2019/20 has been a successful year for the Institute, and the Board are grateful to all members for their support. 20/21 will be a strange and difficult year, with the future being somewhat uncertain due to the coronavirus crisis. There will inevitably be some financial and operational pressures on the Institute, as there will also be for burial and cremation authorities in the UK. Whatever the challenges that are thrown at the sector, the Institute will continue to provide the best services possible to you, the members.

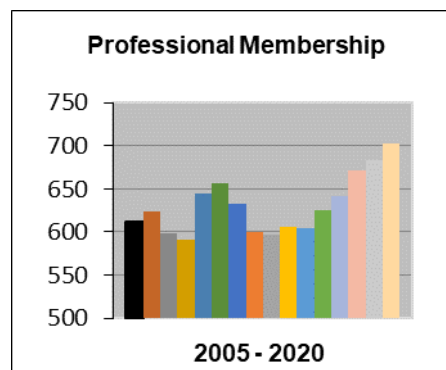
Board of Directors
May 2020

Performance Charts

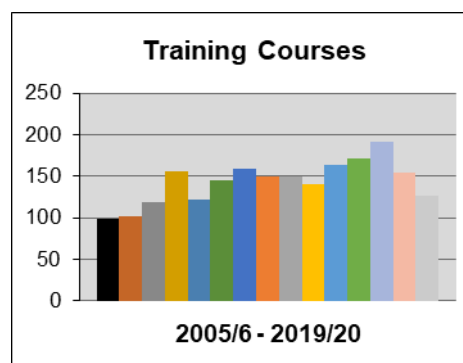
Corporate Membership at 31st March 2020



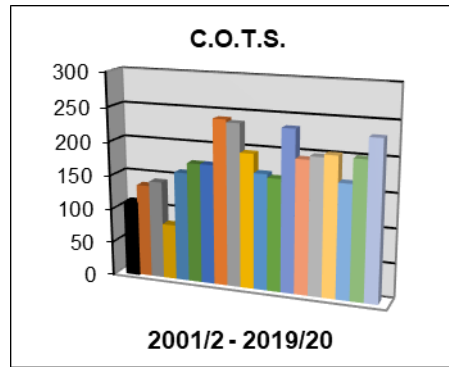
Professional Membership at 31st March 2020



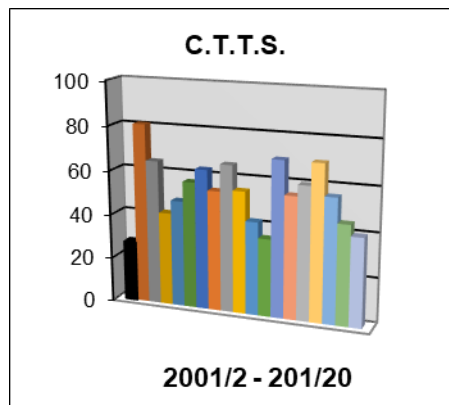
Training Courses 2005/6 – 2019/20



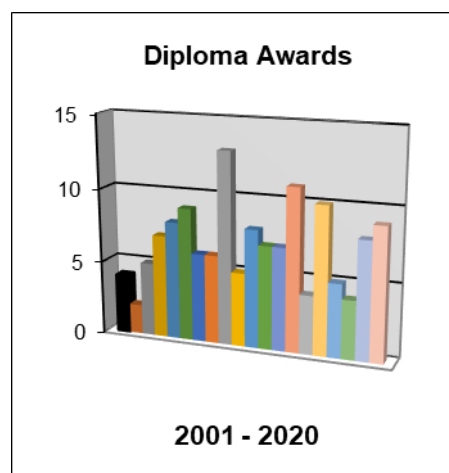
COTS Candidates 2001/2 – 2019/20



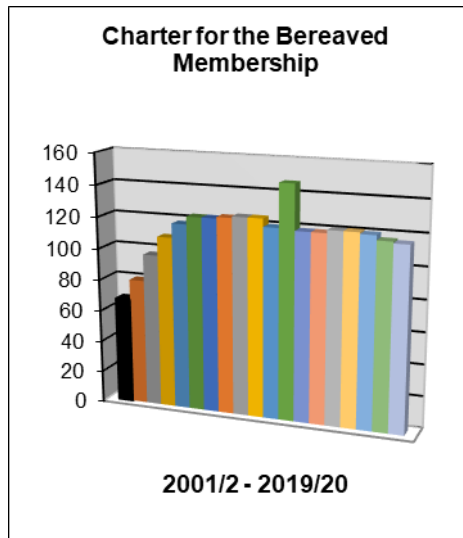
CTTS Candidates 2001/2 – 2019/20



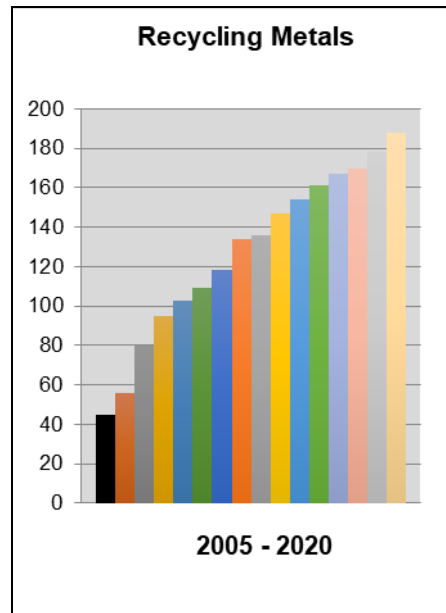
Diploma Awards 2001 – 2020



Charter for the Bereaved Membership 2001/2 – 2019/20



Recycling of Metals – Scheme Membership 2005 – 2020



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 completed April 2020 to allow video conferencing for tests rather than on-site visits
Review internal policies – establish framework for regular review	SHORT	Officer & Board time	June 2018	March 2020	Ongoing – delayed due to coronavirus crisis
Review Guidance and establish framework for regular review	SHORT	Officer & Board time	June 2018	March 2020	Ongoing – delayed due to coronavirus crisis
Review Charters for the Bereaved (Charter and Natural Burial Ground Charter)	SHORT	Officer & Board time	June 2018	March 2020	Ongoing – delayed due to coronavirus crisis
Branding and marketing	SHORT	TBA	July 2018	June 2019	Nearing completion – implementation delayed due to coronavirus crisis
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,	MEDIUM/LONG	TBA	April 2018	March 2019 and ongoing	First phase completed; new tutor days commenced

tutors, consider self-accreditation					
Review Journal and publications	MEDIUM	Officer & Board time	April 2019	March 2020	Completed
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. Formation of Deceased Management Advisory Group due to coronavirus crisis
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 appointed October 2019.