



AGM Handbook 2021

Institute of Cemetery and Crematorium Management

www.iccm-uk.com



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NOTICE AND AGENDA

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 25th November 2021 via video conferencing, with the following agenda:

Ordinary Business

1. Opening of the meeting
2. Apologies for absence
3. To approve the minutes of the Annual General Meeting held on Thursday 12th November 2020 via video conferencing.
4. To receive and consider the report of the Board of Directors for the year ended 31st March 2021.
5. To receive and consider the audited accounts for the year ended 31st March 2021.
6. To appoint auditors for 2021/2022 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 2021/2022.
9. Close of meeting.

NOTES:

MINUTES OF THE AGM 2020

1. Opening of the meeting

The president informed members that Henry Keiser, Paul Stubbs, Mick Ilston, Kim Stopher, Ernie Turner, Matthew Gallagher and Sally Curtis, had died since the last AGM. Members observed a minute's silence in honour and memory of those colleagues and members that have died.

2. Apologies for absence

Kevin Pilkington had sent his apologies.

3. To approve the minutes of the Annual General Meeting held on 23rd September at the Chesford Grange Hotel, Kenilworth

Marian Webb proposed and Linda Barker 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 2020

Ian Quance proposed and Nick Barton 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 2020

Graham Harrison proposed and Ian Quance seconded that the accounts be approved. Members agreed on a show of hands. There were no matters arising.

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

Anthony Devonport proposed and Ian Quance 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 the following awards:

Fellowship to Mathew Crawley for his services to the ICCM, most notably for his work on the Crematorium Technician's Training Scheme this year.

Honorary Vice President to David Hall, who has been a contributor to the Journal for 13 years. David has written 50 Vintage Visit articles for the Journal, documenting his travels with his vintage lorry to funerals at many venues around the UK.

ICCM Diplomas:

Sharon Smith of Maidstone Borough Council - Diploma

Mathew Crawley of the ICCM - Honours Diploma

Peter Haley of Allerdale Borough Council - Diploma with Honours

Tracy Morris of Hereford Council - Diploma with Honours

Deborah Balsdon of West Lindsey Town Council - Diploma with Honours

Yvonne Scott of the Shetland Islands Council - Diploma with Honours

Catherine Linfield of the Westerleigh Group - Diploma with Honours

Catherine Averill of Respects Bereavement Services - Diploma with Honours.

Catherine Averill was also awarded the Eickhoff Medal for achieving the Diploma in under 3 years with an honours mark for each unit.

The President and Members congratulated all those who had gained an award and/or their Diploma.

8. To confirm the appointments of the President and Deputy President for 2020/2021

Due to the coronavirus pandemic, the Board had agreed that they would stay in their positions for a further year, removing the requirements for elections this year.

The President confirmed appointments for 2020/2021 as:

Heather White as President

Marian Webb as Deputy President

9. Close of meeting

The President closed the Annual General Meeting at 15:15.

THE ICCM OFFERS ITS MEMBERS:



BEST PRACTICE GUIDANCE



SUPPORT



TRAINING & EDUCATION

REPORT OF THE BOARD OF DIRECTORS

The Board thank members for their hard work, commitment and dedication during the past 12 months of the pandemic.

The Report of the Board of Directors in the AGM 2020 Handbook concluded with the words:

"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."

And we weren't wrong! At that point ICCM Directors and Officers were facing the possibility that most of our activities would cease during strict lockdowns, and therefore income would be affected to such an extent that we would need to use some of our reserves to keep afloat. However, this did not come to pass and thanks to the leadership of the Directors, the hard work of the Officers, the cooperation of our training partners, and the invaluable support of members, the ICCM not only survived, but thrived.

We cannot thank our members, and others working in the funeral sector, enough for their commitment to ensuring that funerals could still happen throughout the worst of times. Whilst the death care system in some other countries has buckled, in the UK it hardly bent. To say the year was challenging would be something of an understatement. However, the worst of times brought out the best in some, and the Board would like to thank members for their dedication and commitment to ensuring that bereaved people continued to receive funeral services.

We recognised early in the pandemic that the coming months were going to prove challenging for members, both physically and mentally. To help counter this we set up a

wellbeing resources page on our website, with links to useful information and tips for looking after yourself. We also secured an arrangement with our wellbeing training provider, Heartled Wellbeing, for members to have access to their services at a discounted price. This arrangement is still in place, and is available to any member who may need some support or help with the stresses and strains caused by the pandemic or other working conditions.

The adaptability and creativity skills shown by members were also very much in demand for ICCM Officers to continue to provide support throughout the last year. Face to face training had to cease, but Officers were able to quickly produce online versions of most of the ICCM training courses, which could then be delivered through video meeting technology. The courses have been so well received that they will be retained even when face to face training can be resumed. For many, travel to attend training is not possible, but online courses are accessible anywhere in the UK, as long as there is an internet connection. Online training also has a positive impact on our carbon footprint, with no travel being required. This is a very important consideration at a time when many local authorities have declared a climate emergency, and everyone needs to be taking steps to protect the planet as we work towards being carbon neutral. 2021 will see the (delayed) Conference of the Parties in Glasgow (coronavirus pandemic permitting), which will bring huge focus on environmental issues. The funeral sector needs to play its part in tackling climate change and working towards a carbon zero future.

As well as continuing to deliver the core ICCM training courses, we introduced a new course in 2020 in collaboration with the bereavement charity, Cruse. The new Understanding Loss and Bereavement course was developed to fill a significant gap in our training portfolio, and has been very well received by those who have attended so far. The ICCM Officers and Directors took part in the pilot session for this course, and despite having many decades of experience of working in bereavement services between them, each one learnt something new. That just goes to prove you can teach an old dog new tricks!

Unfortunately it was also not possible to hold our regular events in 2020/2021, nor could there be any branch meetings. To help fill this void and to provide regular updates to members, we introduced a webinar, held weekly at first and now held every other week. These webinars have been invaluable for keeping in touch with members, and providing some space and time away from the 'day job' in which to 'meet' colleagues and hear about many different aspects of the sector. Despite the success of the webinars, we are looking forward to being

able to meet in person again, and are hopeful we will be able to hold our Education Seminar, Learning Convention and Exhibition, and branch meetings in 2022.

Another successful transition to online methods to support members was the Crematorium Technicians' Training Scheme (CTTS) assessments. As it was not always possible for an assessor to attend site, an alternative video based system was put in place. Using this method, the ICCM helped 99 people to achieve their CTTS qualification, which was really important for cremation authorities and companies to help build resilience in their teams. It was a real shame that we were not able to do something similar for the Cemetery Operatives' Training Scheme (COTS), but unfortunately it just was not possible, and we were forced to suspend COTS training and assessments for much of the year.

Despite the difficulties caused by the pandemic, the ICCM managed to achieve ISO 9001:2015 accreditation in 2020. Achieving this award is testimony to our commitment to quality and continuous improvement. ISO 9001 is recognised worldwide as the international benchmark for quality within an organisation. By achieving our ISO 9001 certification, we are able to demonstrate to customers and suppliers that the systems we have in place meet the high standards set out by the International Organisation for Standardisation (ISO). To gain the ISO 9001 certification, we had to demonstrate our dedication and commitment to meeting our customers' needs, operating efficient management processes and delivering consistent, good quality products and services. We will be audited this year and every year to ensure that we maintain these high standards in support of our members.

We were also very proud to achieve another significant milestone in 2020 – a total of over £10 million raised for bereavement related charities through our recycling of metals following cremation scheme since its inception in 2007. The scheme has been an incredible success, with 525 individual charities benefitting from the £10,176,026 raised so far. For some charities, this has been an absolute lifeline, and has enabled them to help many families and individuals through trying times. The scheme also has a very positive environmental impact; not only are metals recycled rather than being buried in the ground and causing potential pollution problems, but it limits the amount of ore that needs to be mined to create new metal. The scheme really is a win/win. It has also now been expanded to include the recycling of pacemakers, which again produces both environmental and charitable benefits.

One positive that has come out of the pandemic is closer working with other organisations across the funeral sector. At the start of the crisis, the ICCM joined the Association of Private Crematoria and Cemeteries, The Cremation Society of Great Britain, the Federation of Burial and Cremation Authorities, the Funeral Furnishing Manufacturer's Association, the National Association of Funeral Directors and the Society of Allied and Independent Funeral Directors in establishing the Deceased Management Advisory Group (DMAG). This Group meets regularly to discuss ongoing issues, and is also the group that Government departments liaise with to produce guidance around pandemic issues. Although DMAG was formed in response to the coronavirus crisis, the organisations will continue to meet regularly and liaise closely when we return to 'normal' times. Cooperation across the funeral sector is key to providing continually improving services for bereaved people.

“Coming together is a beginning; keeping together is progress; working together is success.”

Henry Ford

In late 2020 the ICCM helped to form the Environmental Stewardship Group (ESG), a unique collaboration between two membership organisations (ICCM and FBCA), a registered charity (The Cremation Society) and a private company (CDS). The ESG has been formed to shape the sector's response to the climate emergency, and to lead the sector to sustainability. The ICCM has long been committed to protecting the environment through its many initiatives such as the Charter for the Bereaved, metals recycling scheme, and carbon footprint scheme, so is well placed to drive change through the ESG and to work with and train our members to reach the necessary targets on environmental protection.

In early 2021, the ICCM was pleased to become part of the All Party Parliamentary Group on Funerals and Bereavement (APPG). The APPG is formed of a cross-section of those involved in funerals, cemeteries and crematoria, and promotes discussion of key issues relating to the sector amongst parliamentarians. The ICCM will use their position on the APPG to promote the interests of members, and to push for necessary legislative change such as the reuse of graves.

In summary, the ICCM has supported its members throughout this strange and unprecedented year through being creative and adaptable, just like our members have had to be in their own workplaces, and through working collaboratively across the funeral sector. We thank the ICCM Officers for their tireless work in responding to enquiries; for keeping members informed of the many changes in legislation and government guidance, and for implementing online training and assessments in a short space of time. We thank our training and education partners, Stratford Business School, and all our tutors and trainers. We thank the Society of Local Council Clerks for our continued training arrangement for town and parish clerks. We thank the CTTS examiners for their patience when it was not possible to hold physical assessments. But most of all we thank you, our members, for your dedication and selflessness through the pandemic and beyond, and for being the reason that the ICCM exists.

Please continue to look after yourselves during the coming year. Self-care is very important; if you don't care for yourself, you can't care for others.

“Almost everything will work again if you unplug it for a few minutes,
including you”

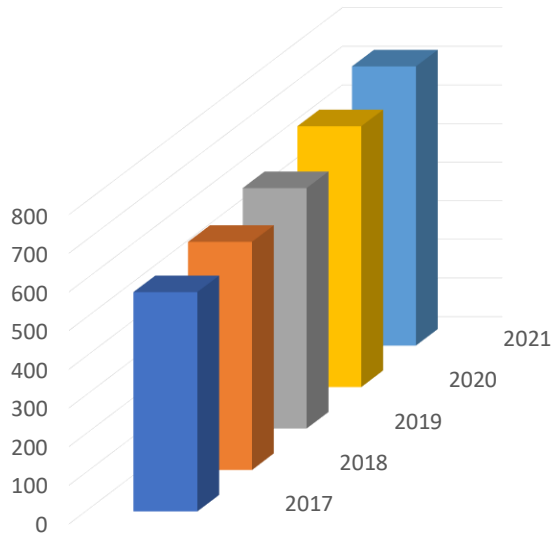
Anne Lamott

Board of Directors

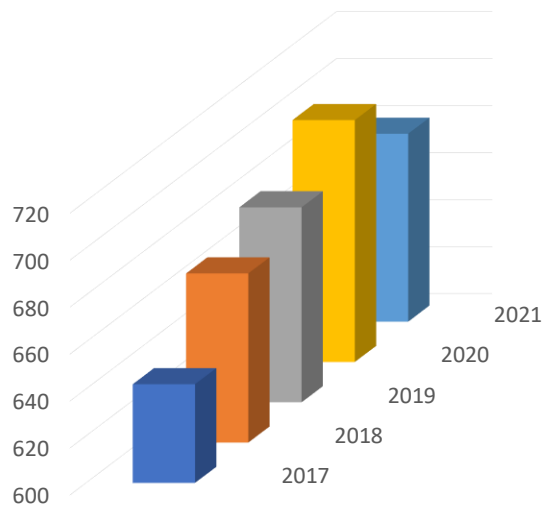
May 2021

PERFORMANCE CHARTS

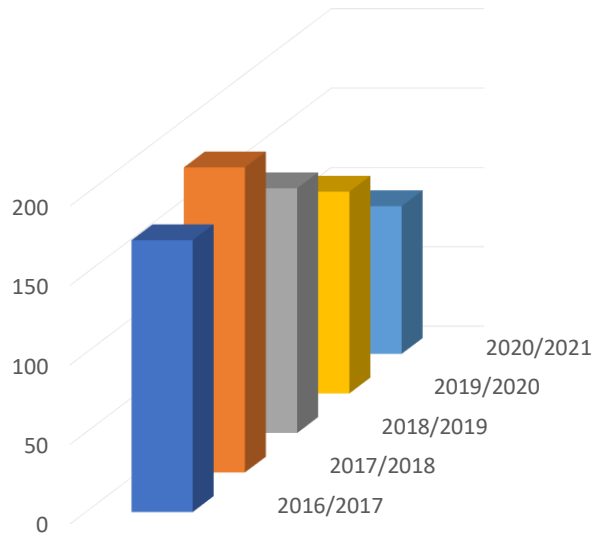
Corporate Membership 2017 – 2021



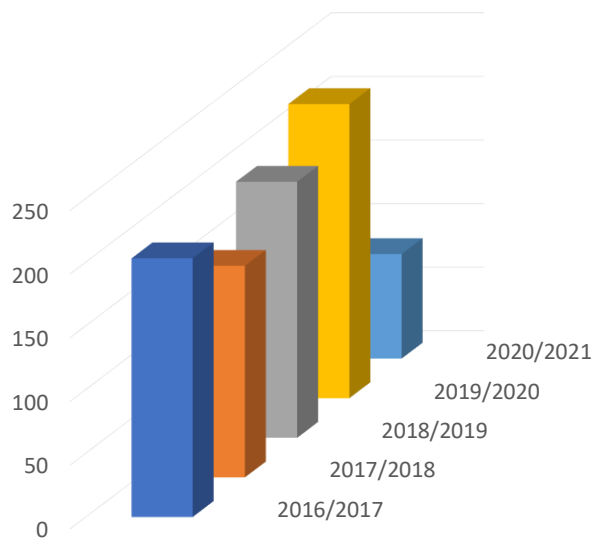
Professional Membership 2017 – 2021



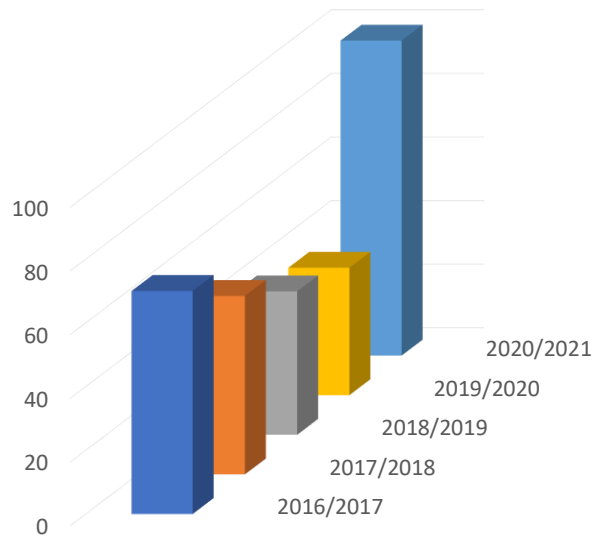
Training Courses 2016/17 – 2020/21



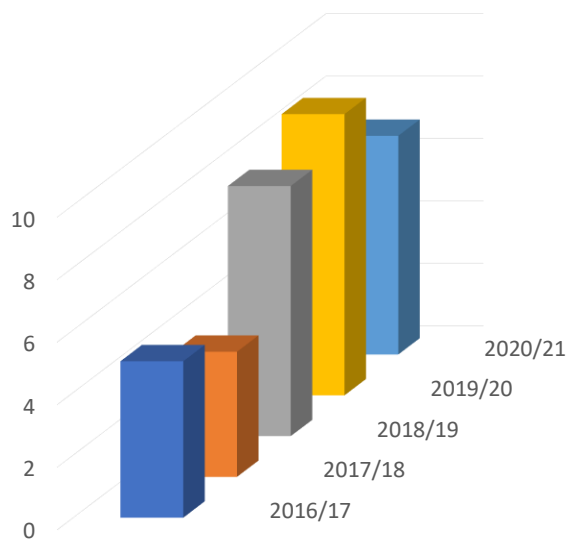
Cemetery Operatives Training Scheme Candidates 2016/17 – 2020/21



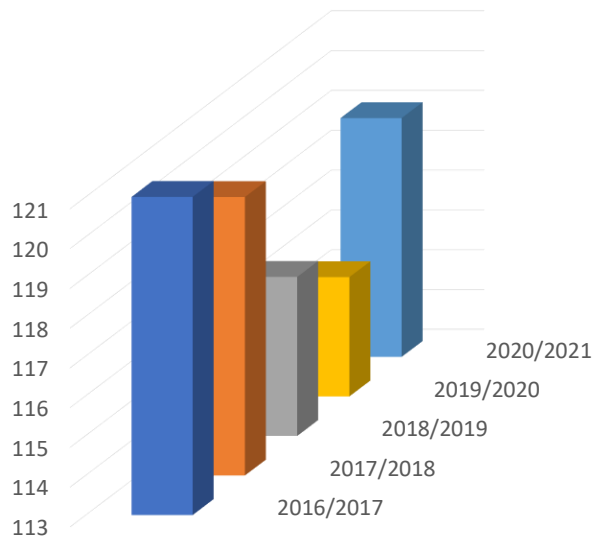
Crematorium Technicians Training Scheme Candidates 2016/17 – 2020/21



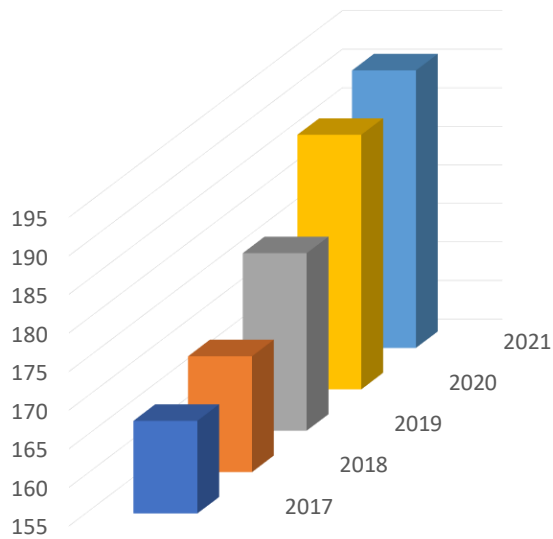
Diploma Awards 2016/17 – 2020/21



Charter for the Bereaved Membership 2016/17 – 2020/21



Recycling of Metals Membership 2017 – 2021



MANAGEMENT PLAN TARGETS 2018-2023

TASK	Term	Completion target	Status
Review Management Plan 2018 - 2023	SHORT	October 2021	Review completed October 2018. Currently being reviewed by the Board of Directors
Review IT requirements, including website, social media,	SHORT	September 2019	Ongoing – new website in development, Facebook and Twitter used regularly, regular enewsletters sent to members
Review of CTTS	SHORT	March 2019	First review completed March 2019, further review completed April 2020 to allow video technology for tests rather than on-site visits
Review internal policies – establish framework for regular review	SHORT	March 2020	ISO 9001:2015 achieved 2020 Ongoing
Review Guidance and establish framework for regular review	SHORT	March 2020	ISO 9001:2015 achieved 2020 Ongoing
Review Charters for the Bereaved (Charter and Natural Burial Ground Charter)	SHORT	September 2021	Ongoing – delayed due to coronavirus pandemic Review groups formed and initial meetings held
Branding and marketing	SHORT	June 2019	Nearing completion – implementation delayed due to coronavirus pandemic
Establish feedback system	SHORT	December 2018	Ongoing – Survey Monkey in regular use

Identify new income streams to offset operating costs	MEDIUM	January 2020	Ongoing Law Book due to be published June 2021
Review Education updates and delivery, Education events, tutors, consider self-accreditation	MEDIUM/ LONG	March 2019 and ongoing	First phase completed 2020; new tutor days commenced Coronavirus pandemic resulted in cancellation of the Education Seminar in 2021
Review Journal and publications	MEDIUM	March 2020	Completed. Digital copy of Journal now emailed to members, and previous edition placed on website when current edition is circulated
Review Accommodation Needs	LONG	March 2022	Ongoing
Establish a training cemetery and crematorium centre	LONG		Ongoing
Relationship Management – establish most advantageous position for the Institute and its membership	ONGOING		Ongoing Deceased Management Advisory Group formed with allied organisations during the coronavirus pandemic Joined All Party Parliamentary Group on Funerals and Bereavement Meet regularly with Cabinet Office and other Government departments
Review staff structure and succession planning	SHORT TERM AND ONGOING	December 2018 and ongoing	Completed. To be reviewed every five years or at need

ICCM DIRECTORS AND OFFICERS

The ICCM Board of Directors consists of:



Linda Barker



Martin Birch, Chair



Alan José



Tim Morris



Mohamed Omer



Kevin Pilkington



Marian Webb, Deputy
President



Heather White, President

The ICCM Officers are:



Sofia Allana,
Technical Services &
Journal Officer



Julie Callender,
Administration
Officer



Martin Clark, COTS
Manager



Mathew Crawley,
Technical & Member
Services Officer



Julie Dunk, Chief
Executive



Trevor Robson, Finance
and IT Manager



Charles V Ward,
Honorary Solicitor

