



# AGM Handbook 2022

**Institute of Cemetery and Crematorium Management**

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# TABLE OF CONTENTS

NOTICE AND AGENDA _____	3
MINUTES OF THE AGM 2021 _____	4
REPORT OF THE BOARD OF DIRECTORS _____	6
PERFORMANCE CHARTS _____	9
Corporate Membership 2017 - 2022 _____	9
Professional Membership 2017 - 2022 _____	9
Training Courses 2016/17 - 2020/22 _____	10
Cemetery Operatives Training Scheme 2016/17 - 2021/22 _____	10
Crematorium Technicians Training Scheme 2016/17 - 2021/22 _____	11
Diploma Awards 2016/17 - 2021/22 _____	11
Charter for the Bereaved Membership 2016/17 - 2021/22 _____	12
Recycling of Metals Membership 2017 - 2021 _____	12
MANAGEMENT PLAN TARGETS 2018 - 2023 _____	11
ICCM DIRECTORS AND OFFICERS _____	17

# NOTICE AND AGENDA

NOTICE IS HEREBY GIVEN that the Annual General Meeting of the Institute of Cemetery & Crematorium Management (Inc) will be held at 14:00 on Monday 26<sup>th</sup> September at the Chesford Grange Hotel, 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 25<sup>th</sup> November 2021 via video conferencing.
4. To receive and consider the report of the Board of Directors for the year ended 31<sup>st</sup> March 2022.
5. To receive and consider the audited accounts for the year ended 31<sup>st</sup> March 2022.
6. To appoint auditors for 2022/2023 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 2022/2023.
9. Close of meeting.

NOTES:

# MINUTES OF THE AGM 2021

## 1. Opening of the meeting

The President opened the meeting and welcomed attendees.

The President informed members that Keith Hendry, George Nash, Jim Walker, Tony Fear, Bryan Ash 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

Tim Morris and Nick Barton had sent their apologies.

## 3. To approve the minutes of the Annual General Meeting held online on 12<sup>th</sup> November 2020

Alan José 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 31<sup>st</sup> March 2021

Marian Millington proposed and Alan José 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 31<sup>st</sup> March 2021

Linda Barker proposed and Alan José seconded that the accounts be approved. Members agreed on a show of hands. There were no matters arising.

## 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

Alan José proposed and Marian Millington 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 Dave Jennings for his services to the ICCM NW Branch and AGMA, most notably during the pandemic and for his support of colleagues in the Greater Manchester area.

### **ICCM Diplomas:**

Kevin Watkins of Southend on Sea Council - Diploma

The President and Members congratulated Kevin for gaining his 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 2021/2022 as:

Heather White as President

Marian Millington (née Webb) as Deputy President

## **9. Close of meeting**

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

# REPORT OF THE BOARD OF DIRECTORS

*The Board thanks members for another 12 months of hard work and dedication to serving bereaved people*

The Report of the Board of Directors in the AGM 2021 Handbook spoke of how the ICCM and its members managed to adapt to the emerging situation caused by the Covid-19 pandemic. We all started the pandemic with no knowledge of what was to come, and with fears for ourselves, our families and our roles. But in true ICCM style, members and officers rose to the challenges and continued to provide the best possible services for bereaved people.

The pandemic lasted longer than was first anticipated, and continued to disrupt our lives in so many ways through 2021 and into 2022. For the ICCM it meant that physical events such as the Education Seminar and the Learning Convention and Exhibition couldn't be held. Fortunately some branches were able to hold meetings, which meant that members could get together for mutual support and learning. We thank the Branch Secretaries for organizing the meetings, and the members who attended them. But we very much missed the events and the opportunities they provide for networking and sharing experiences, and look forward to resuming them this year.

To keep members up to date and provide opportunities for learning, the ICCM delivered regular e-newsletters, as well as the quarterly Journal. We also continued to hold regular webinars, where a wide variety of subjects was discussed, and which attracted audiences of up to 60 people. These proved very popular, especially the ICCM Question and Answer sessions, where officers discussed some of the questions that they had been asked. It was always interesting to hear different views on some of these tricky subjects, and a good opportunity for Officers to give the ICCM view to assist members.

COTS training resumed in 2021, and our COTS Manager has been incredibly busy trying to catch up with the backlog that accrued during the various lockdowns. Thank you to those

authorities and companies who have waited patiently for us to catch up. We know it is worth the wait to have the reassurance of employing properly trained cemetery operatives.

Demand for CTTS courses remained high through 2021 and into 2022. As the pandemic eased, employers took the opportunity to build resilience in their teams by putting them through this high quality accredited qualification. The Board thanks the ICCM Officers and CTTS examiners for enabling this to happen, and congratulates all those who gained their qualification.

The pandemic also meant that the ICCM training courses continued to be delivered (mostly) online. Feedback from attendees has shown that this form of training is beneficial, as nobody has to travel and can therefore access the training from anywhere there is an internet connection. It also helps to reduce our carbon footprint, as no journeys are necessary, and to keep costs down for our members. Online training will continue to be provided, and courses developed to meet members' needs. A new course on Establishing and Managing Gardens of Remembrance has been a well-received addition to the suite of courses the ICCM provides. Congratulations and thank you to the ICCM Officers for developing and delivering this course.

We continue to enjoy a training relationship with the Society of Local Council Clerks. As a result of delivering courses to help town and parish clerks understand their duties in relation to cemeteries, our Corporate membership has grown significantly over the past five years. We welcome all new Corporate and Professional members who have joined since the previous AGM.

The easing of restrictions meant that the on-site Management of Memorials training courses could resume in 2021, meaning that the full range of ICCM courses could be delivered for the first time since 2019. Thanks to all those who administer and deliver the ICCM training courses.

The pressures of the pandemic meant that many found it difficult to find time to study for their Diploma units. The numbers of students enrolling, however, started to pick up towards the end of 2021. Unfortunately around this time, the accrediting body, Pearson, informed us that they would no longer accept new students onto the HNC Diploma course, and that existing students would have until August 2023 to complete their studies. The ICCM has committed to

finding an alternative accreditation route as a matter of urgency, but in the meantime will continue to offer the Diploma as an ICCM qualification. Our thanks to all the tutors for their work in helping members to achieve their Diploma units, and especially to our education partners, Stratford Business School.

Closer working with other organisations across the funeral sector remains in place following the pandemic. The ICCM enjoys a good relationship with the Gardens of Peace Muslim Cemetery, ensuring that issues affecting the Muslim community are heard and support provided. At the start of the pandemic, 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. This Group meets regularly to discuss ongoing issues, and is also the group that Government departments liaise with to produce guidance around pandemic issues. The group also supports the All Party Parliamentary Group on Funerals and Bereavement (APPG), which ensures that relevant matters get heard in parliament in a timely manner.

The ICCM is part of the Environmental Stewardship Group, which completed a State of the Sector report in December 2021. A joint Seminar was held in March 2022 to discuss the issues for the sector raised in the report. The ICCM remains committed to environmental improvements within the sector, and will build on earlier initiatives such as the metals recycling scheme to provide members with tools for improving their carbon footprint.

The Board remain committed to the core functions of the ICCM in providing support, training, education and best practice guidance to members to enable them to improve services for bereaved people. We know it has been a tough year again, and that we are all still facing challenges presented by the pandemic. Please continue to look after yourself, as well as your colleagues, so that you can continue to help bereaved people.

## **Board of Directors**

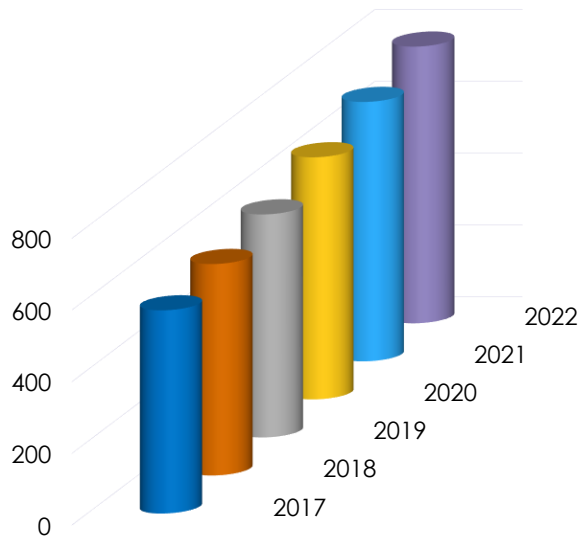
### **August 2022**

**“Caring for others is important, but Covid-19 taught us that sometimes, by caring for yourself, you're caring for others too”**

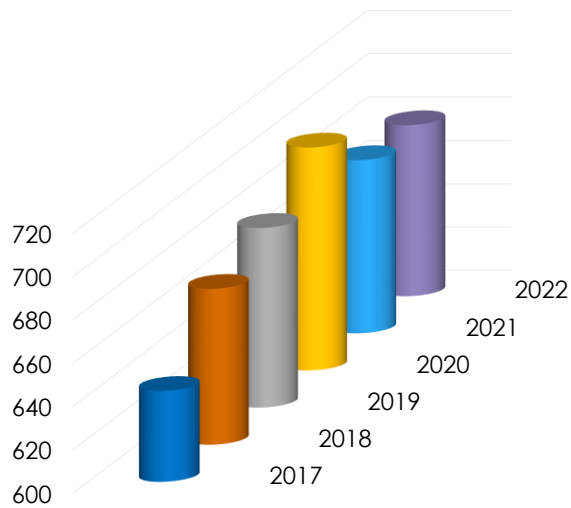


# PERFORMANCE CHARTS

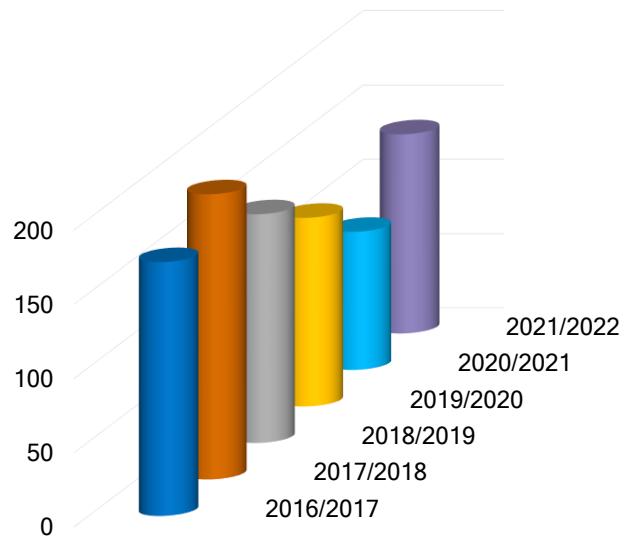
## Corporate Membership 2017 – 2022



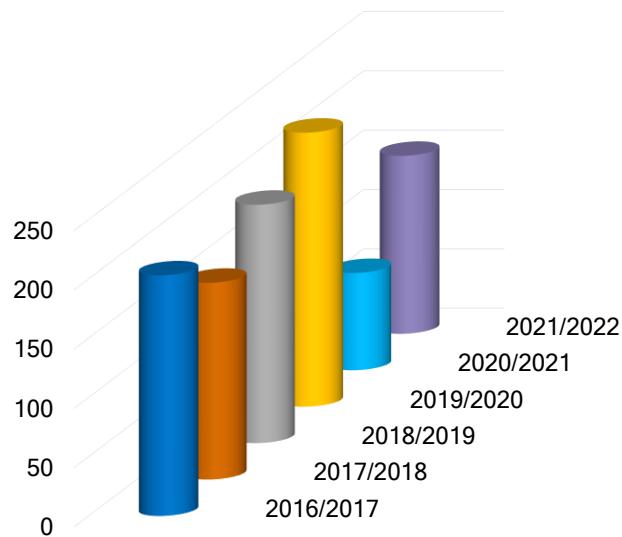
## Professional Membership 2017 – 2022



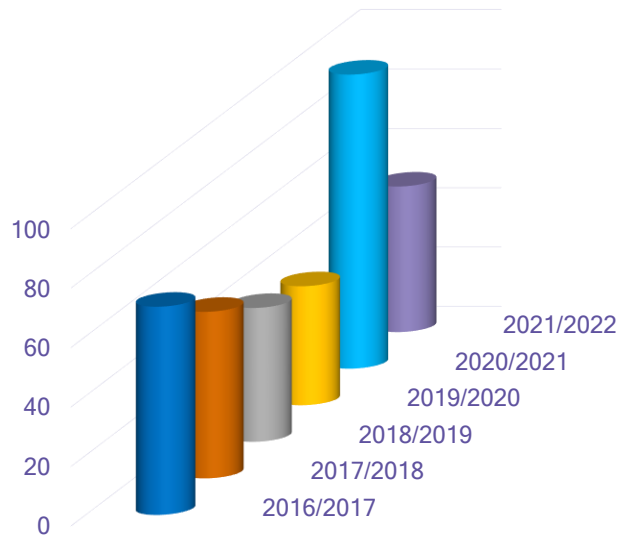
## Training Courses 2016/17 – 2021/22



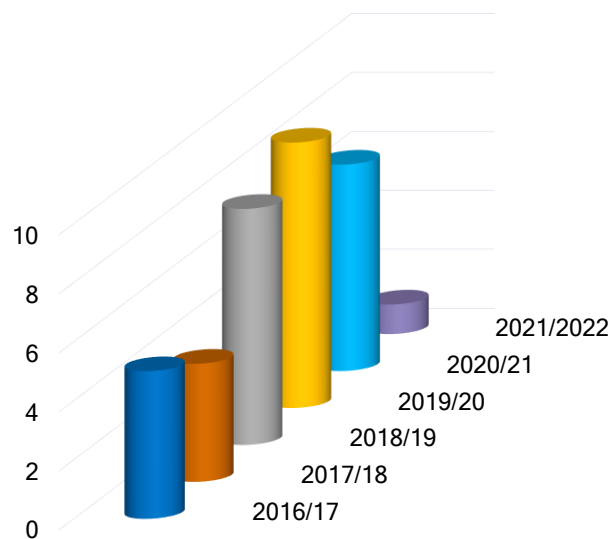
## Cemetery Operatives Training Scheme Candidates 2016/17 – 2021/22



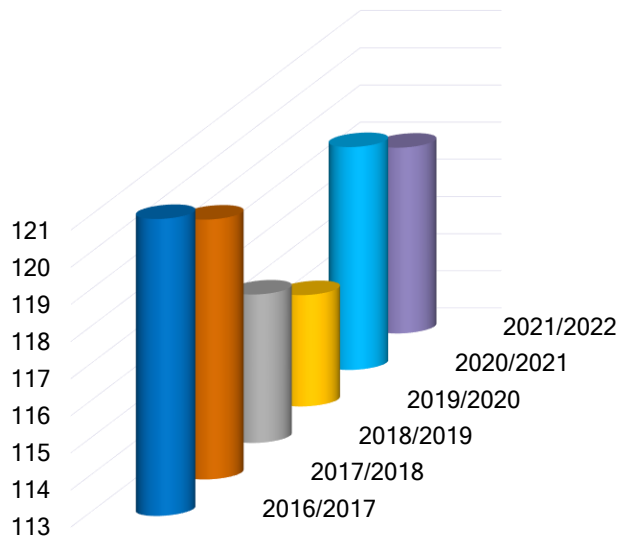
## Crematorium Technicians Training Scheme Candidates 2016/17 – 2021/22



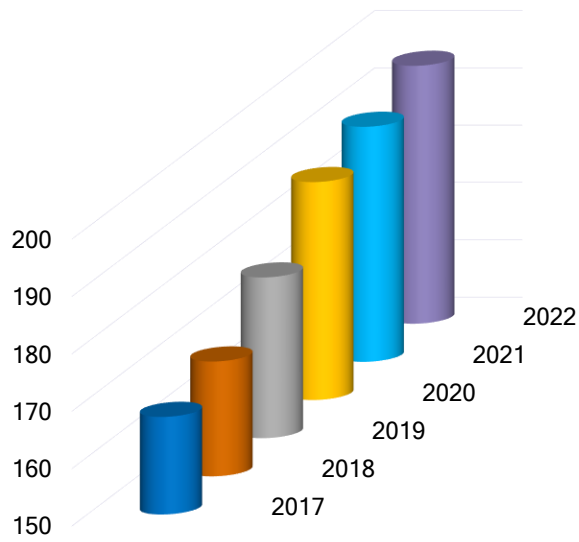
## Diploma Awards 2016/17 – 2021/22



### Charter for the Bereaved Membership 2016/17 – 2021/22



### Recycling of Metals Membership 2017 – 2022



# MANAGEMENT PLAN TARGETS 2018-2023

<b>TASK</b>	<b>Term</b>	<b>Completion target</b>	<b>Status</b>
Review Management Plan 2018 - 2023	SHORT	October 2021	Review completed July 2021 Kept under review by the Board of Directors
Review IT requirements, including website, social media,	SHORT	September 2021	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 ISO 9001:2015 reaccreditation achieved 2022
Review Guidance and establish framework for regular review	SHORT	March 2020	ISO 9001:2015 achieved 2020 ISO 9001:2015 reaccreditation achieved 2022
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	Kept under review
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 published 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 and 2022. Education Seminar to be reintroduced in 2023
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

Draft policy and guidance on income generation and competition	MEDIUM	April 2022	Not achieved due to the pandemic
Produce Essential Law Book	SHORT	June 2021	Achieved – book published and available for sale
Produce Scottish Law Book and Scottish Law Diploma Module	MEDIUM	As legislation issued	Ongoing – to be completed when burial regulations issued
Adapt training courses to online delivery	SHORT	April 2020	Achieved – most training courses now delivered virtually
Introduce regular webinars	SHORT	April 2020	Achieved – webinars held regularly through the pandemic and continuing beyond
Achieve 9001:2015 accreditation	SHORT	July 2020	Achieved – reaccreditation achieved 2022
Adapt CTTS examination to online	SHORT	April 2020	Achieved – required due to the pandemic
HR & HS Compliance via Citation	SHORT	May 2021	Achieved – external company used to oversee compliance to help achieve ISO9001:2015
Develop new training courses	SHORT	Ongoing	Establishing and Managing Gardens of Remembrance training developed and introduced; other training courses being developed
Promote and help develop the National Cemetery Map	MEDIUM	Ongoing	Map promoted to members and hosted on website

Introduce performance review mechanism for all officers	SHORT	March 2022	Achieved – all Officers now subject to an annual appraisal
Respond to consultations	SHORT	Ongoing	Achiever - Officer time is committed as required to coordinate responses to national consultations
Review the Burial and Cremation Education Trust	SHORT	March 2022	Delayed due to the pandemic

#### THE ICCM OFFERS ITS MEMBERS:



BEST PRACTICE GUIDANCE



SUPPORT



TRAINING & EDUCATION



# ICCM DIRECTORS AND OFFICERS

The ICCM Board of Directors consists of:



Linda Barker



Martin Birch, Chair



Alan José



Marian Millington,  
Deputy President



Tim Morris



Mohamed Omer



Kevin Pilkington



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



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