



INSTITUTE OF CEMETERY AND CREMATORIUM MANAGEMENT

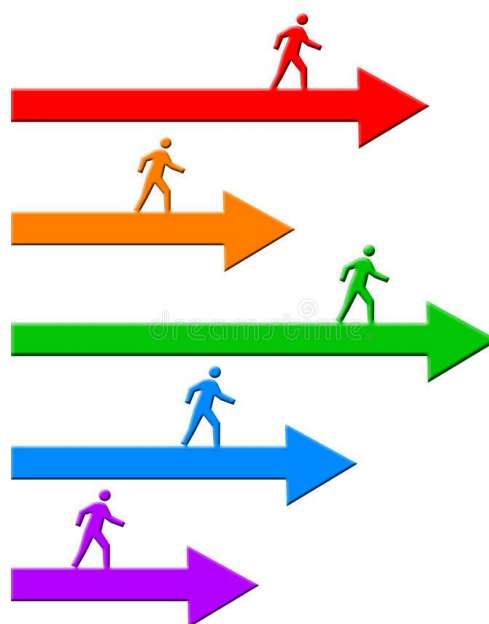
Learning Convention and Exhibition 2022

Chesford Grange Hotel

26th – 28th September

**BACK
TOGETHER**

**MOVING
FORWARD**



Convention Guide

Convention sponsored by:



Estate Research
Genealogy Matters



Estate Research

Genealogy Matters

Estate Research have been working in partnership with public sector bodies including local authorities, NHS Trusts and coroners for the past 20 years.

Our overarching mission within our public sector team has always been to contact next of kin as soon as possible. This allows us to:

- Locate next of kin
- Give the family the opportunity to attend the funeral
- Save the local authority time and resources



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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 to the ICCM Learning Convention and Exhibition 2022

By the ICCM President, Heather White



Welcome to the 10th physical Annual ICCM Learning Convention and Exhibition. Because of COVID we held our virtual AGMs in 2020 and 2021, and although not quite the same it was still lovely that so many of you could join us on-line. However, we have returned here to the lovely Chesford Grange Hotel, and I am sure you will all agree that this is a fantastic venue, and we have Julie Dunk, ICCM CEO and Event Organiser to thank for all her hard work in ensuring that all the delegates and exhibitors are able to get together in person once again.

This year's theme is Back Together, Moving Forward. This reflects on the fact that this is the first time we have met physically for an ICCM convention since COVID, and that we want to encourage everyone to keep improving the services we offer for the benefit of bereaved people.

As usual we have an excellent range of papers and presentations for you all to attend with Q & A sessions which I encourage you all to join in with as no question is a stupid one and you can bet that someone else wants to know the same answer. If you see anyone new, sitting on their own, invite them to join you as we are all a friendly bunch aren't we 😊. Thank you to the speakers and the session chairs for their contribution to the success of the event.

Don't forget to visit all the exhibition stands whilst you are here; the exhibitors' attendance ensures that the convention continues to be a great success. They have some really great ideas to help our services and I would like to thank each of them for their valued support. I'd especially like to thank Estate Research, our main Convention sponsors, for their much appreciated sponsorship, and PlotBox for their generous sponsorship of the wine at the Convention dinner on Tuesday evening.

We have our dinner and quiz on Monday evening. It's always a great evening and a good opportunity to meet up socially with old and new colleagues. But no cheating please!!

Tuesday evening is the ICCM Awards, dinner and disco. During the evening we will be holding a raffle for the President's chosen charity, which is Harlee's Angels, a charity very close to my heart. Many of you will know that we lost my gorgeous grandson Harlee unexpectedly in June 2020 and my daughter and son-in-law have started this charity to help families financially who have lost a child due to a sudden death. We have lots of lovely prizes, many donated very generously by our exhibitors, for which I would like to take this opportunity once again to thank them. There will be an envelope on your table if you wish to take part and donate to this good cause. We will be joined by the presidents and representatives from kindred organisations, so please make them welcome, they are a wonderful group and are always happy to discuss their different associations and I would like to thank them for the hospitality and friendship they have shown to me when I have attended their dinners. It will be an absolutely brilliant evening and now that I am practically recovered from my hip replacement, I can hopefully join you on the dance floor. But be careful as the camera is always there to catch your every move!!

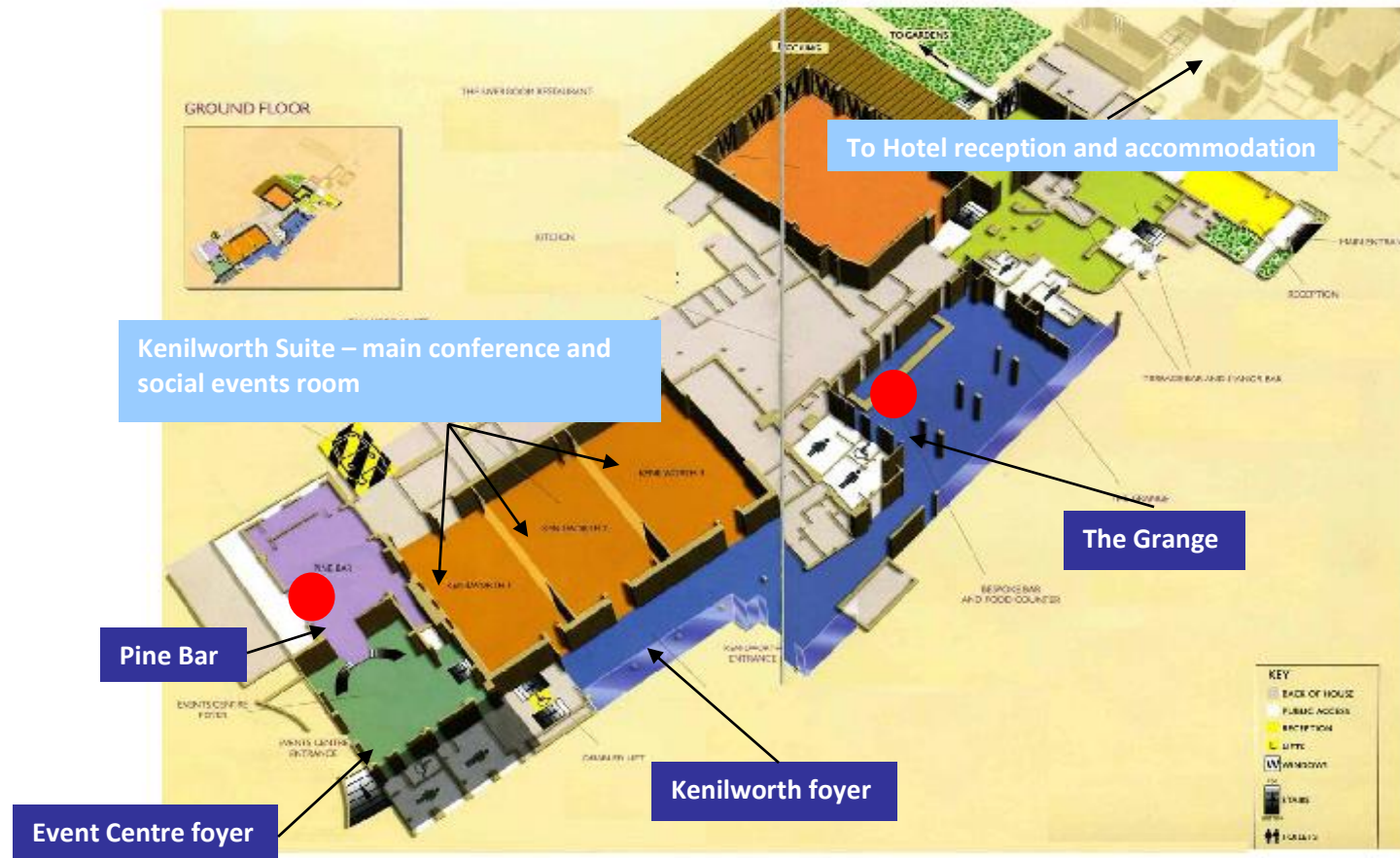
Please remember that this is your event, and any feedback is greatly appreciated and is essential to ensure that we continue to deliver consistently high standards to you, our members. Please complete feedback forms and let us know what you have enjoyed and what else you think we can do to make the event even better.

I would like to take this opportunity to thank the ICCM Officers and my fellow Directors for all their help and support over these past years. My employer Southampton City Council, including my Service Lead Rosie Zambra and my Team Leaders, Claire Hodges, Kevin McLoughlin and Jay Barnes and all the staff at Southampton's Bereavement Services who have supported and encouraged me throughout the year. I would also like to say a huge thank you to my husband Codge and again Claire and my friend Mandy who have accompanied me to

events and lastly to you the members for allowing me the privilege of being your President for the past 3 years! I hope that I haven't bored you rigid with my Presidents Pages in the journals.

I am looking forward to meeting as many of you as possible during the Convention. I sincerely hope that you enjoy the event, and will be able to return to your workplace feeling refreshed and full of new ideas for taking your service forward.

Chesford Grange Hotel Plan



Key

Exhibition areas



Refreshment/lunch point

ICCM Learning Convention and Exhibition 2022

Programme

Monday 26 th September		Tuesday 27 th September		Wednesday 28 th September	
09.30		09.30	How the Muslim Community Coped	09.30	COE National Burial Ground Survey
09.45		09.45	<i>Mohamed Omer MBE</i>	09.45	<i>Tim Viney</i>
10.00		10.00	Mental Health & Bereavement Care	10.00	The Bereavement Ashes: Why Australian Crematoria are Winning
10.15		10.15	<i>Sophie Scott</i>	10.15	
10.30		10.30	Refreshments in the Exhibition	10.30	<i>James Crossland</i>
10.45		10.45		10.45	Refreshments in the Exhibition
11.00	Registration Opens	11.00	Considering Care in Funerals	11.00	
11.15	Exhibition Opens	11.15	<i>Vikki Entwistle</i>	11.15	Believe & the FAB Gift of Life
11.30		11.30		11.30	<i>Anna-Louise Stubbings</i>
11.45		11.45	Going Paperless for Future Resilience	11.45	To Be Or Not To Be
12.00		12.00	Chris Edge & Peter Linsell	12.00	<i>Ian Hussein</i>
12.15		12.15		12.15	Close of Convention
12.30	Lunch	12.30	Lunch	12.30	Final Lunch
12.45		12.45			
13.00		13.00			
13.15		13.15			
13.30	Opening of Convention	13.30	Harnessing Hidden Heroes		
13.45	President's Address	13.45	<i>Carole Henderson</i>		
14.00	ICCM AGM	14.00	A New Landscape – 10 Years On		
14.15	ICCM OrthoMetals Recycling Scheme	14.15	<i>Simon Ferrar</i>		
14.30	<i>Hidde Verberne & Trevor Robson</i>	14.30	Memorial Safety – Your Responsibility		
14.45		14.45	<i>Yvonne Colverson</i>		
15.00	Refreshments in the Exhibition	15.00	Cemetery of the Year Awards 2022		
15.15		15.15	<i>Memorial Awareness Board</i>		
15.30	The Lost Generation	15.30	Refreshments in the Exhibition		
15.45	<i>Richard Martin</i>	15.45	Opportunity to visit the Exhibition		
16.00	Simplifying the administrative burden	16.00			
16.15	<i>Tremayne Carew-Pole</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 Kenilworth Suite. 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 Kenilworth 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 Event Centre Foyer to book a surgery session. ICCM Officers in attendance are:

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

Refreshments

Tea and coffee will be served during breaks at points within the Exhibition Areas. Breakfast for those that are staying at the Chesford Grange Hotel will be served in the River Room Restaurant. Lunch will be served in the Exhibition. Dinner on both evenings will be served in the Kenilworth Suite.

Exhibition

The Exhibition is being held in the Event Centre Foyer, the Pine Bar, the Kenilworth Foyer and the Grange. A plan of the hotel showing the Exhibition areas 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 27th September.

ICCM Quiz produced by Blue Audio Visual Ltd

Monday 26th September following dinner in the Kenilworth Suite.

On Monday evening following dinner we are hosting an Icebreaker Quiz. Teams will be based on the tables within the dining room. There will be 5 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 Wine Reception, Awards Ceremony, Convention Dinner and Disco, Tuesday 27th September

There will be a wine reception at 6.30pm in the Exhibition areas.

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

ICCM Diploma Presentations

ICCM Fellowships

ICCM Photographic Competition (sponsored in memory of Ian Quance by EDGE IT Systems Ltd)

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. The wine for the evening has been kindly sponsored by PlotBox.



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

Jo Parker & Steve Tester	Society of Allied and Independent Funeral Directors
Mike Birkenshaw	Federation of Burial and Cremation Authorities
Paul Stibbards	British Institute of Funeral Directors
John Adams	National Association of Funeral Directors
Philip Halliday	Funeral Suppliers' Association

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:



Estate Research
Genealogy Matters

For being the main Convention sponsor



For sponsoring the wine for the Convention Dinner



For producing and presenting the Quiz and for sponsoring the Best Exhibition Stand award



For sponsoring the ICCM Photographic Competition in memory of ex-ICCM President, Ian Quance

The ICCM would also like to thank all of the exhibitors for their important contribution to the event, and for donating prizes for the Quiz and the Raffle.

Environmental Initiatives

In keeping with the ICCM Officer Environmental Pledge, we have taken the following steps to make sure this event is as environmentally friendly as possible:

Convention bags – made from recycled plastic bottles

Convention notebooks and pens – made from recycled card and paper

Convention Guide – printed on recycled paper

Dinner tickets and Best Exhibition voting cards – printed on recycled paper

Namebadges and holders – please leave these on the ICCM reception desk as you leave so they can be recycled/reused

List of Attendees

Delegates

Clive Andrews	North East Surrey Crematorium
Jo Archer	Derby City Council
Deborah Balsdon	West Lindsey District Council
Linda Barker	ICCM
Richard Barradell	Association of Private Crematoria and Cemeteries
Sue Beirne	North West Leicestershire District Council
Denise Birch	
Martin Birch	Cardiff Council
Andrew Bond	Wigan Council
Dave Bradford	Mountsett Crematorium Joint Committee
Graham Broadbent	Cornwall Council
Wendy Buchen	The Cremation Society of Great Britain
Julie Carter	Wellingborough Bereavement Services
Bob Coates	
Emma Connors	Southern Co-op
Emma Cooper	Borough of Broxbourne
Rik Corrigan	City of Edinburgh Council
Kate Davidson	Dignity plc
Kevin Davies	Westerleigh Group Ltd
Brendan Day	FBCA
Bryon Ferguson	Westerleigh Group Ltd
Anita Fish	Wyre Council
Michelle Forbes	Thomson Gray Construction Consultants
Neil Foster	Central Durham Crematorium Joint Committee
Jason Ghous	PHRENeTECH Ltd
John Gibbon	Herefordshire Council
Hilary Grainger	The Cremation Society of Great Britain
Michael Gurney	Tameside Metropolitan Borough Council
Oliver Hadley	
Michelle Hales	Dignity/CMG
Peter Haley	Allerdale Borough Council
Graham Harrison	Durham County Council
Louise Hawley	Derby City Council
Alison Hayter	North West Leicestershire District Council
Claire Hodges	Southampton City Council
Chris Horsfield	Spaldings
Mark Jardine	Jardine Funeral Directors Ltd
Ruth Jardine	Roucan Loch Crematorium
Ben Jenkins	Cheltenham Borough Council
David Jennings	Trafford Council
Alan Jose	Westerleigh Group Ltd
Jason King	Westerleigh Group Ltd
Jane Kneale	Wigan Council
Claire Lambert	North West Leicestershire District Council
Ed Lane	Westerleigh Group Ltd
Tracey Lawrence	Wellingborough Bereavement Services
James Leedam	Leedam

Rhiannon Leedam	Leedam
Neil Lincoln	Bluebell Cemetery
Doug Little	Spaldings
Astrud Matanle	Westerleigh Group Ltd
Suzanne McEntee	
Joshua McLeod	South Lakeland District Council
Marian Millington	ICCM
Tracy Morris	Herefordshire Council
Kevin Pilkington	LB Croydon
Sheena Ratcliffe	Derby City Council
Julie Rugg	Cemetery Research Group University of York
Alan Sheldon	Liverpool City Council
Antonio Smith	City of Bradford MDC
Debbie Smith	Westerleigh Group Ltd
Karen Smith	West Lindsey District Council
Lee Snashfold	Lee Snashfold Crematoria Management & Consultancy Ltd
Sharon Snashfold	Lee Snashfold Crematoria Management & Consultancy Ltd
Kelvin Taylor	Enable (Wandsworth)
Alan Thomson	City of Edinburgh Council
Matt Turner	Southern Co-op
Jo Walker	Cannock Chase Crematorium
Charles Ward	ICCM
Kevin Watkins	Southend City Council
Heather White	Southampton City Council
Lauren Winstanley	Hastings Borough Council

Speakers

Tremayne Carew Pole	Life Ledger
Yvonne Colverson	BRAMM
James Crossland	Obitus
Chris Edge	EDGE IT Systems Ltd
Vikki Entwistle	University of Aberdeen
Simon Ferrar	NBUK
Carole Henderson	Flourishh by 2H
Ian Hussein	
Peter Linsell	EDGE IT Systems Ltd
Richard Martin	Scattering Ashes
Mohamed Omer MBE	Gardens of Peace Muslim Cemetery
Trevor Robson	ICCM
Sophie Scott	Westerleigh Group Ltd
Anna-Louise Stubbings	Believe Organ Donor Support
Tim Viney	AG Intl Ltd
Hidde Verberne	OrthoMetals BV

ICCM Directors and Officers

Sofia Allana	ICCM Technical Services and Journal Officer
Linda Barker	Director
Martin Birch	Chair of the Board of Directors
Mathew Crawley	Technical and Member Services Officer

Julie Dunk	Chief Executive
Alan Jose	Director
Marian Millington	Deputy President
Mohamed Omer	Director
Kevin Pilkington	Director
Trevor Robson	Finance and IT Manager
Charles Ward	Honorary Solicitor
Heather White	President

Exhibitors

Richard Martin	Ashes Register/Scattering Ashes
Ian Athersmith	ASSETTRAC Ltd
Stephen Laing	ASSETTRAC Ltd
Adrienne Peers	Canfly Marketing
Clare Shaw	Clare Shaw Children's Books
Alison Beck	Clear Skies/Agile Applications Group
Martin Caxton	Clear Skies/Agile Applications Group
Chris Edge	EDGE IT Systems Limited
Peter Linsell	EDGE IT Systems Limited
Tracey Ramster	EDGE IT Systems Limited
Jonathan Platt	Estate Research
Megan Murphy	Estate Research
Richard Harvey	Facultatieve Technologies Ltd
Jeff Pickard	Facultatieve Technologies Ltd
Steve Telford	Facultatieve Technologies Ltd
Daniel Dunn	FG Marshall Ltd
Mark Spooner	Fibrous Funeral Supplies
Joe Walkling	Fibrous Funeral Supplies
David Lockwood	Finders International
Elaine Ridley	Finders International
Marko Dakin	Gedenk-Boment VOF
Clive Billingham	GEM Precast Ltd/Greenacre Innovations Ltd
Richard Gee	GEM Precast Ltd/Greenacre Innovations Ltd
Jamie Burges-Lumsden	Gower Consultants & Deceased Online
Minnie Burges-Lumsden	Gower Consultants & Deceased Online
Ross Chester	Gower Consultants & Deceased Online
Sarah Yeomans	Gower Consultants & Deceased Online
Oliver Stevenson	Granart
William Stevenson	Granart
Colin Hood	Greenbridge Designs/SAMM Software Services
Dennis Millington	Greenbridge Designs/SAMM Software Services
Chris Grogan	Hoopers International Genealogists
Barbara Fink	IFZW Maintenance Ltd
Jonathan Heath	IFZW Maintenance Ltd
Dylan Edwards	Lyn Oakes Ltd
Colin Duncan	Matthews Environmental Solutions
Allison Kleynhans	Matthews Environmental Solutions
Ronald Munton	Matthews Environmental Solutions
James Crossland	Obitus
Antonia Wilmot	Obitus

Bernard Ford	OpusXenta
Simon Woods	OpusXenta
Madelon Klaus	OrthoMetals BV
Hidde Verberne	OrthoMetals BV
Philippa Harrison	Pear Technology Services Ltd
Jonathan Smith	Pear Technology Services Ltd
Andrew Hamer	PJ Combustion Solutions Ltd
Niall Adams	PlotBox
Dawn Gregg	PlotBox
Jodie Smith	PlotBox
Nigel Tyrell	SafeMemorials (Frontline Mobile Solutions Ltd)
Anton Matthews	Stone-Safe Stability Systems
Karl Matthews	Stone-Safe Stability Systems
Peter Smith	Teleshore Group
Richard Smith	Teleshore Group
Becky Ballinger	The CDS Group
Justin Smith	The CDS Group
David Beasley	The Columbaria Company
Alan Clough	The Columbaria Company
Nikki Easby	The Columbaria Company
Peter Roper	The Columbaria Company
Ben Whitworth	The MazWell Group Ltd
Jackie Bazeley	Welters Organisation Worldwide
Keith Welters	Welters Organisation Worldwide
James Brindley	Wesley Media
Ben Litchfield	Wesley Media
Colin Walker	Wesley Media

Technical Crew

Blue Donnebaer	Blue Audio Visual Ltd
Anthony Thacker	Blue Audio Visual Ltd
Stephen Willmer	Blue Audio Visual Ltd

Presentation and Speaker Notes

Monday 26th September

Session Chair – Heather White – ICCM President

13.30

Opening of Convention and President's Address

Heather White, ICCM President

The President, Heather, will open the Convention and will deliver her address to members before chairing 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.

14.15

ICCM OrthoMetals recycling scheme. The past, the present and the future

Trevor Robson of ICCM and Hidde Verberne of OrthoMetals BV

Trevor and Hidde will give a detailed overview of the ICCM Orthometals recycling scheme. From being the first to start recycling metals with only a few members participating the scheme has evolved to a standard setting scheme with more than 180 members participating. The revenues that are currently generated support many local charities. ICCM's unique approach has created solidarity amongst the members and makes sure all the benefits are donated to charitable causes. The scheme is often set as an example for government bodies all over the world to deal with the sensitivity of this subject. Being innovative and open for change also means that it is good to discuss the current working methods. Hidde and Trevor will outline the current way of working to make sure it is clear how it works now.

Trevor says: In 2001 I graduated with a first class Honours degree in Business Systems and IT before being employed as an Energy Analyst for Northern Electric. Shortly after this I became a Statistical Support Officer for Durham County Council.

Having offered IT assistance to the previous Treasurer of ICCM, I became the ICCM Finance and IT Manager (FITM) in 2006.

Since 2006 I have been responsible for the financial reporting and well-being of ICCM and advising the Board on all appropriate matters.

As FITM, all matters relating to the donations of the ICCM/Orthometals recycling of metals scheme have been within my role and its subsequent development over the last 16 years

Hidde says:

In 2003 I finished a study in Logistics and Economics I started working for a transportation company. After three years I was appointed as director of that company and used the next few years to grow the business and I also learned a lot during the challenging times around the 2008 crisis. In 2013 my father asked me to join Orthometals. In 2015 my father retired, and from that day myself and Jan Willem are leading the company. We are proud that we have grown Orthometals to a world marketleader, being active in 4 continents and working for more then 1400 crematoria worldwide. At this moment we employ over 30 people who have joined us in making and keeping OrthoMetals an innovative and efficient company.

15:00 Refreshments in the Exhibition

Session Chair – Marian Millington – ICCM Deputy President

15.30

The Lost Generation: the problem of scattering ashes in the modern era

Richard Martin of Scattering Ashes

Since records began, we have known the final resting place of every person. Over the last 50 years this has changed, now we know about only a fraction of where people are laid to rest. The practice of scattering a person's ashes has increased year on year since the late sixties and now it is the most common choice.

This paper looks at reason why people scatter and scale of the issue, and what can be to help the general public in their choice of memorialisation.

Richard is: Founder of the leading website for advice on cremation ashes Scattering Ashes, Richard has been blogging and speaking about cremated remains for 12 years.

He has written articles on social trends, cultural differences, legislative rulings, celebrity choices as well as pretty much everything else related to ashes.

His research work has focussed on where you can and cannot scatter ashes; from football grounds to National Trust properties.

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.

16.00

Simplifying the administrative burden after death

Tremayne Carew-Pole of Life Ledger

Dealing with after death admin is difficult, stressful and time consuming. We look at how this can be simplified and the services available to help families when they really need it.

16.30 – Opportunity to visit the Exhibition

Tuesday 27th September

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

9.30

The challenges faced by the Muslim Community during the pandemic in terms of burials and faith requirements

Mohamed Omer MBE of the Gardens of Peace Cemetery

The paper will look at how the Muslim community coped with the high numbers of death in terms of:

Burial
Faith requirements
Restrictions
Long term implications
Support

Mohamed is:

Board Member (External Affairs) Gardens of Peace Muslim Cemetery

Chair – National Burial Council (umbrella body for all Muslim organisations dealing with burials and end of life)

Board Member – ICCM

Member of the Burial Cremation Advisory Group at the Ministry of Justice

Trustee – Haven House Childrens Hospice

Trustee – Big Issue Invest

Chair – Redbridge Faith Forum

Chair – Oaks Park High School

10.00

Mental Health and the Bereavement Care Industry

Sophie Scott of the Westerleigh Group

The paper discusses the role that mental health plays within the bereavement services workplace. Specifically covering how Westerleigh Group is investing in mental health support for its colleagues, including internal research, new initiatives, and the positive impacts of this intervention. The paper ends with a section on general tips and advice to professionals within the industry on how to care for their mental health.

Sophie says: I have been in the industry for over 5 years now and joined Westerleigh Group in 2020 at Vale Royal Crematorium in Cheshire. Prior to joining the industry, I have a background in marketing and achieved a level 4 Distinction in marketing from Oxford College of Marketing.

For the last year I have had the privilege of leading the mental health working group alongside my day-to-day role. It's an honour to attend this year's conference as a speaker and I look forward to sharing our results with everyone.

10.30 – Refreshments in the Exhibition

Session Chair – Kevin Pilkington – ICCM Director

11.00

Considering Care in Funerals

Professor Vikki Entwistle of the University of Aberdeen

The Care in Funerals project and casebook

This presentation will provide a summary of findings from the Care in Funerals project and give convention participants an opportunity to discuss a scenario from the Care in Funerals casebook, which is being developed as a resource to support reflection on the practical-ethical issues that can arise in different areas of funeral provision.

The Care in Funerals project investigated experiences of funeral provision during the COVID-19 pandemic. In part, we were interested in what people's responses to constraints on previous practices could tell us about what can matter, and why, about death rites in general and funerals in particular.

We interviewed a diverse sample of 68 people from around the UK, including people who had been bereaved, funeral officiants and celebrants, and funeral directors (broadly construed). We were careful to ensure representation from different faith groups and socio-economic backgrounds.

The project is documenting significant disruption and distress associated with the curtailment of various forms of death rites and funerals as efforts were made to limit the spread of COVID-19. It is also highlighting some determined and creative adaptations made in efforts to ensure respect and care for both the dead and the bereaved.

The interviews included numerous accounts of difficult situations and decisions, conflicting priorities and variations in practice which sometimes fell below what was considered acceptable. The relevance of many of the issues raised persists beyond the pandemic. The Care in Funerals casebook is intended to facilitate consideration of these, including in the context of professional development. We will briefly introduce a sample case and invite discussion and comment – both during the session and afterwards to careinfunerals@abdn.ac.uk.

Vikki Entwistle is a Professor at the University of Aberdeen. In her research, teaching and learning, she seeks to understand and address concerns about quality, ethics and social justice in health care, public health work and (more recently) funeral provision. Vikki is particularly interested in what are sometimes called person-centred approaches (you might prefer to talk about humanity in service provision) and how we can be appropriately responsive to diverse perspectives on what matters.

You can find more about Vikki's work at <https://www.abdn.ac.uk/hsru/who-we-are/people/profiles/vikki.entwistle>

11.45

Going Paperless for Future Resilience

Chris Edge and Peter Linsell of EDGE IT Systems Ltd

Post COVID pandemic and the IT lesson learnt, can we improve our resilience for future challenges by going paperless?

Topics include:

- Paperless – what is it?
- Where are we now?
- How did we get here?
- Where are going?
- Cemetery and crematorium perspective

Chris Edge

CEO

EDGE IT Systems Limited

Chris is the founder and CEO of EDGE IT Systems Limited that he established 33 years ago. He is the IT architect for the software products and services provided by EDGE, and he leads the professional services team. In 1992 AdvantEDGE was launched for Local Councils and now includes 11 software modules, portals and apps. The business model was changed in 2006 from a traditional software supplier to a “software as service” via the cloud, and Epitaph was launched for cemeteries and crematoria.

Peter Linsell

Bereavement Services Consultant

EDGE IT Systems Limited

Peter leads the EDGE PLMC Consultancy Services team at EDGE which was created in September 2022 from the merger between Peter Linsell Management Consultants (PLMC) and EDGE. He has 28 years’ experience in the sector, ten as manager of the cemeteries and crematoria at Kirklees, four as Technical Services Manager at the ICCM, and the last fourteen years running his own consultancy business. Peter’s reputation in the bereavement sector is unparalleled, having built PLMC into the go-to service provider when burial and cremation authorities needing specialist consultancy support.

12.30 – Lunch

Session Chair – Linda Barker – ICCM Director

13.30

Harnessing Hidden Heroes

Carole Henderson of Flourishh by 2H

Are all the conversations your team have with customers helpful for the bereaved?
Since covid the loss of connection has been significant which means interactions with clients are more critical than ever.

For most of Carole's career she has been a marketing professional with a specialism in customer communication. In 2006 the death of her first husband sent her off in a different direction which led to her becoming a Grief Specialist – helping people move beyond the emotional pain of grief and became a trainer to teach others to do the same. This combination of marketing skills and understanding how to help the bereaved means she is uniquely placed to help those in this sector become even better at what they do.

14.00

A New Landscape – 10 Years On

Simon Ferrar, Founder of the Clandon Wood Nature Reserve and Natural Burial Ground

Since 2009, Simon Ferrar has been at the forefront of the operation of Clandon Wood Nature Reserve and Burial Ground in Guildford, Surrey. Simon will discuss how the landscape and the services they provide have evolved over the previous decade.

Simon says: Having been at the forefront in the creation and development of Clandon Wood Nature Reserve and Burial Ground in the Surrey Hills I am now focused on consolidating the considerable successes that Clandon Wood has enjoyed since officially opening in June 2013 promoting the business out in the community - www.clandonwood.com

14.30

Memorial Safety, Your Responsibilities and How BRAMM Can Help

Yvonne Colverson of BRAMM

This session will look at memorial safety in burial grounds, the responsibilities of cemetery managers and how BRAMM can help burial authorities meet their statutory duties.

Yvonne has had a varied career spanning the care industry, customer service, horticulture, and school business management, before discovering the world of Town and Parish Councils. Yvonne now has over 16 years' experience of being a local council Clerk, in which role she has also managed a cemetery. Yvonne has worked for the Society of Local Council Clerks (SLCC), as an advisor and trainer, and has recently been appointed to the newly created role of Executive Officer to BRAMM.

15.00

Cemetery of the Year Awards 2022

Phillip Potts and Brent Stevenson – Memorial Awareness Board

The official presentation of the Cemetery of the Year Awards 2022.

15.30 – Refreshments in the Exhibition

Wednesday 28th September

Session Chair – Alan José – ICCM Director

09.30

Church of England National Burial Ground Survey (NBGS)

Tim Viney of AG Intl Ltd

In 2021 the Church of England commissioned a project to survey and map every churchyard in England. The presentation will give an overview of the project methodology and challenges as well as explain the benefits. Examples of a completed burial ground map will also be shown to provide attendees with an insight to how the NBGS will help management of burial grounds and cemeteries.

Tim has more than 20 years experience surveying and mapping in the UK and more than 20 years in various locations around the world including the Caribbean, the Middle East and Europe.

Tim is a chartered surveyor and established AG Intl Ltd (AGIL) in 2009 on returning to the UK. Tim has managed several major projects including but not limited to digital mapping of Gibraltar and Bermuda, a major land titling project in St Lucia and currently the National Burial Grounds Survey for the Church of England.

Tim lives in the Lake District with his wife of many years and has three children and several grandchildren – all are amazing.

10.00

The Bereavement Ashes: Why Australian crematoria are winning

James Crossland of Obitus

Just before covid hit, James popped on holiday to Australia. Soon bored with beaches and kangaroos, he started visiting crematoria. He was impressed with what he saw – the ‘customer experience’ for families delivered by Aussie crematoria appeared to be a few steps ahead of our own. In this paper he summarises his findings, why they mattered back then and why they really matter in the age of the dreaded ‘direct cremation’.

James is the founder and managing director of Obitus, the UK’s leading provider of audio-visual services for funerals. Working in partnership with over 250 crematoria and other funeral venues, the company proudly supports over half the UK’s funerals each year.

Through the course of his work, James has personally visited over 200 crematoria and other funeral venues in the UK, Europe, USA and Australia.

10.45 – Refreshments in the Exhibition

Session Chair – Heather White – ICCM President

11.15

Believe and the FAB Gift of Life

Anna-Louise Stubbings of Believe Organ Donor Support

Following the untimely passing of my late husband and seven year old son and their organ and tissue donation, Believe was formed to educate and support those affected by organ donation with the overriding objective of removing organ donation as a taboo subject and valuing the gift of life.

Having qualified as a solicitor Anna-Louise became mum before the tragic incident on the 5th/6th December 2015. From the support and belief that something positive could be born out of such tragedy, Anna-Louise founded Believe – organ donor support. She remains the (unpaid) CEO of the board of trustees and with the help of her ambassadors, trustees and part-time member of staff, has changed the education and support system in Wales.

11.45

To Be Or Not To Be a Business in the Disposal of the Dead

Ian Hussein, Advisor to Burial and Cremation Authorities

This paper considers commercialism in the disposal of the dead and the extent to which the public, charitable and private sectors provide services that are fit for purpose and whether they deliver value for money. This is done in context of the significant changes and challenges that bereavement related services have faced, including the growth of pre-paid funeral plans, the shortage of burial space, pressures on local government budgets, direct cremation and the impact that the disposal of the dead has upon the environment. Potential alternative operating models will be proposed to generate a wider debate and discussion in answering the question of whether to be or not to be a business in the disposal of the dead.

A Life Member and former Past National Secretary, Chairman and President of the ICCM, Ian has administered and managed cemeteries, crematoria and other bereavement related services for 38 years, including 13 years with the Commonwealth War Graves Commission working across Europe, the Middle East and North Africa.

12.15 – Close of Convention by Heather White, ICCM President, followed by the legendary closing photo roll capturing the last three days

12.30

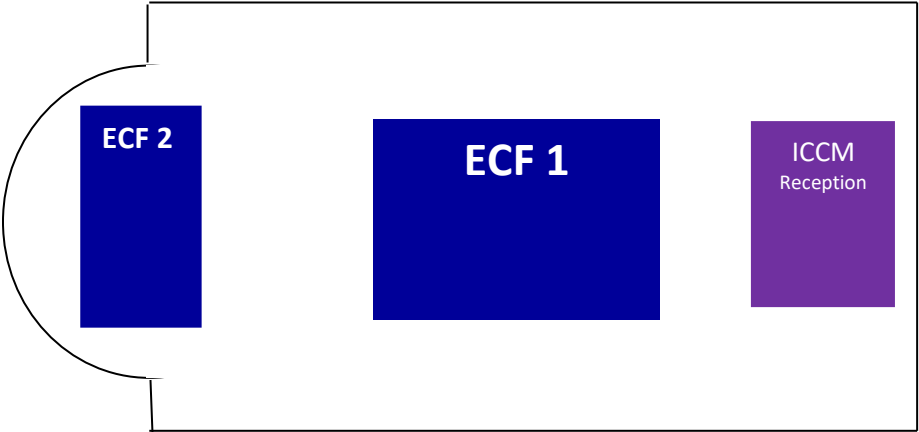
Final Lunch

Alphabetical List of Exhibitors

	<u>Stand</u>
Ashes Register/Scattering Ashes	PB3
ASSETTRAC Ltd	G6
Canfly Marketing	G23
Clare Shaw Children's Books	G10
Clear Skies/Agile Applications Group	KF8
EDGE IT Systems Limited	KF11,12
Estate Research	KF7
Facultatieve Technologies Ltd	G18
FG Marshall Ltd	PB2
Fibrous Funeral Supplies	PB1
Finders International	G9
Gedenk-Bomen VOF	G15
Gem Precast/Greenacre Innovations Ltd	G14
Gower Consultants & Deceased Online	KF4,5
Granart	KF10
Greenbridge Designs/SAMM Software Solutions	G25, 26
Hoopers International Genealogists	G21
IFZW Maintenance Ltd	G7
Lyn Oakes Ltd	KF9
Matthews Environmental Solutions	G13
Obitus	G24
OpusXenta	G17
OrthoMetals BV	G4
Pear Technology Services Ltd	PB4
PJ Combustion Solutions Ltd	G5
PlotBox	G22
SafeMemorials (Frontline Mobile Solutions Ltd)	KF6
Stone-Safe Stability System	G8
Teleshore Group	PB7
The CDS Group	G19 & 20
The Columbaria Company	ECF1, 2
The MazWell Group Ltd	PB5,6
Welters Organisation Worldwide	KF1,2,3
Wesley Media	KF13,14

Exhibitors by Stand No

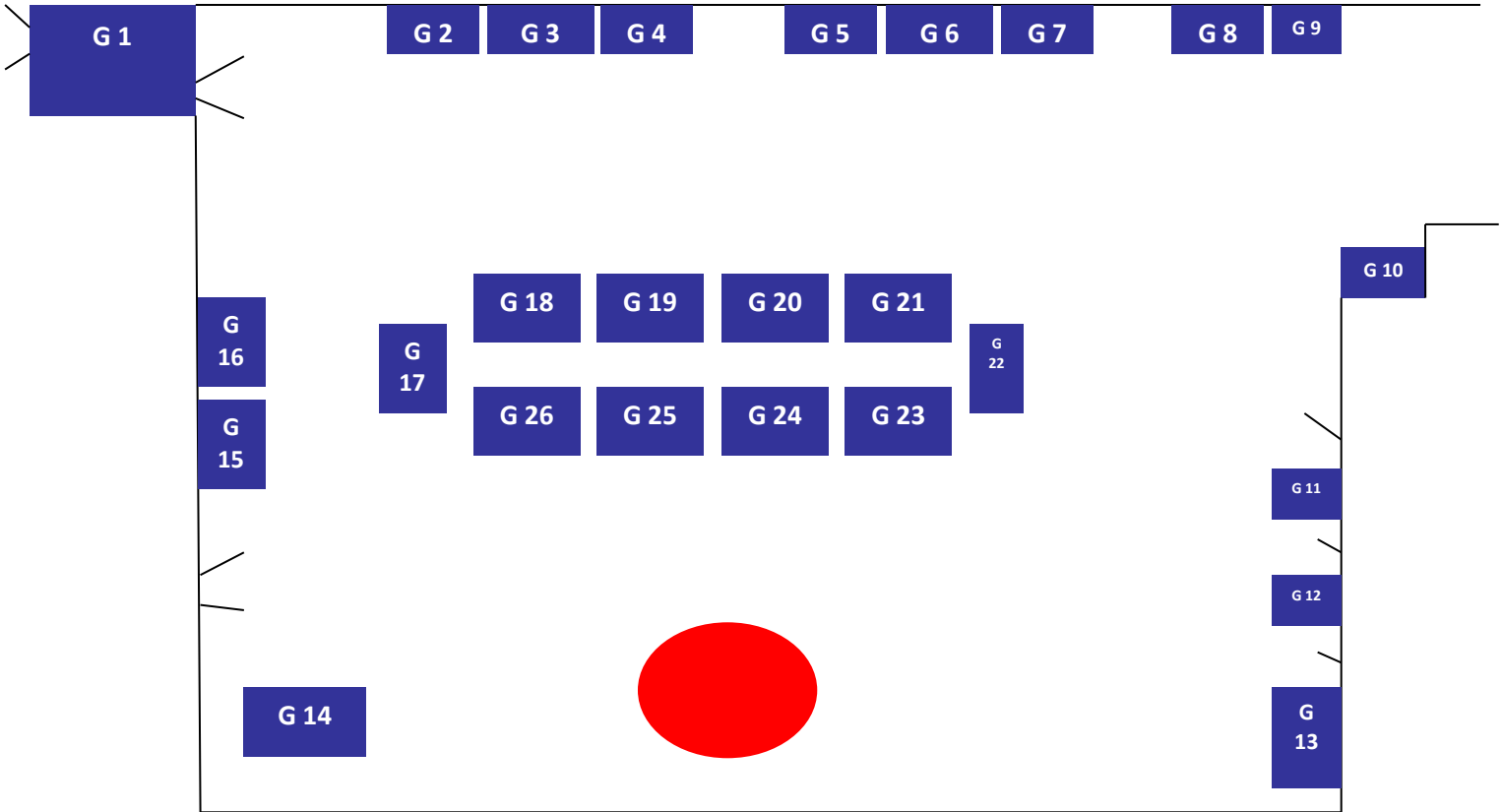
Event Centre Foyer



ECF1 & 2
ECF3

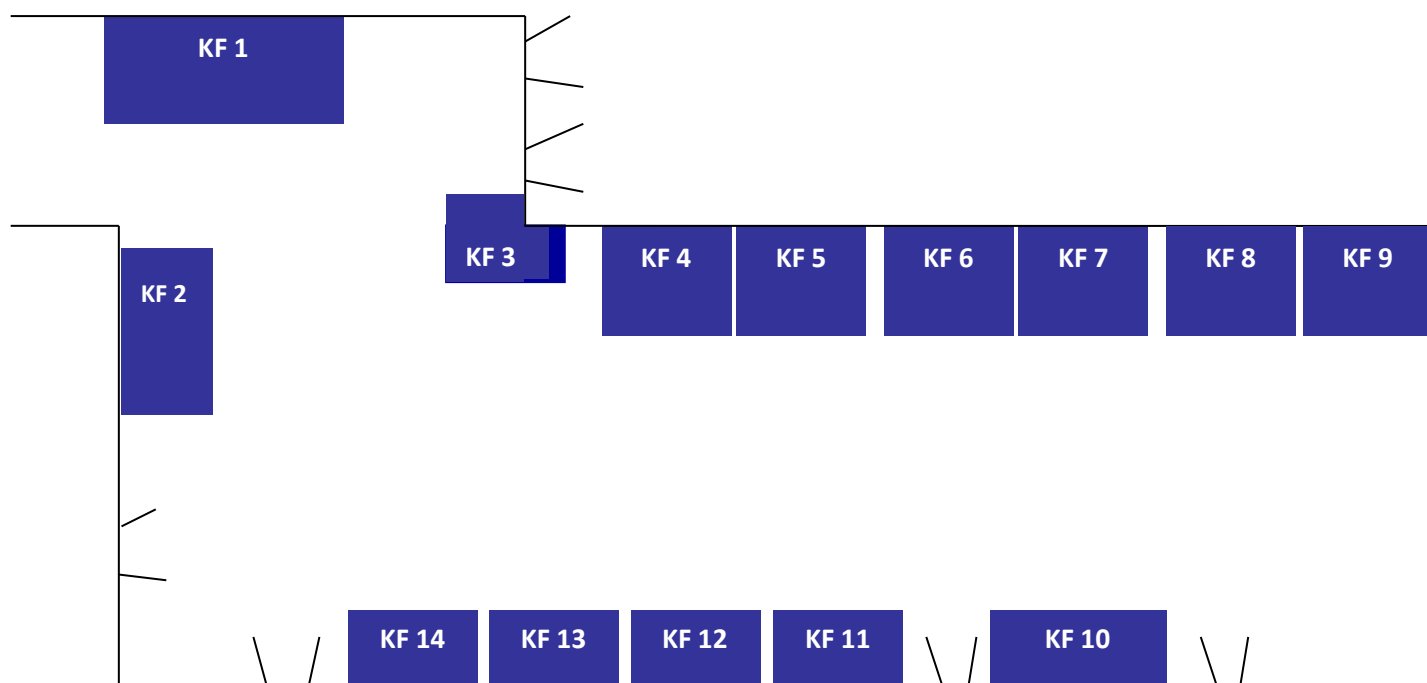
The Columbaria Company
ICCM Reception

The Grange

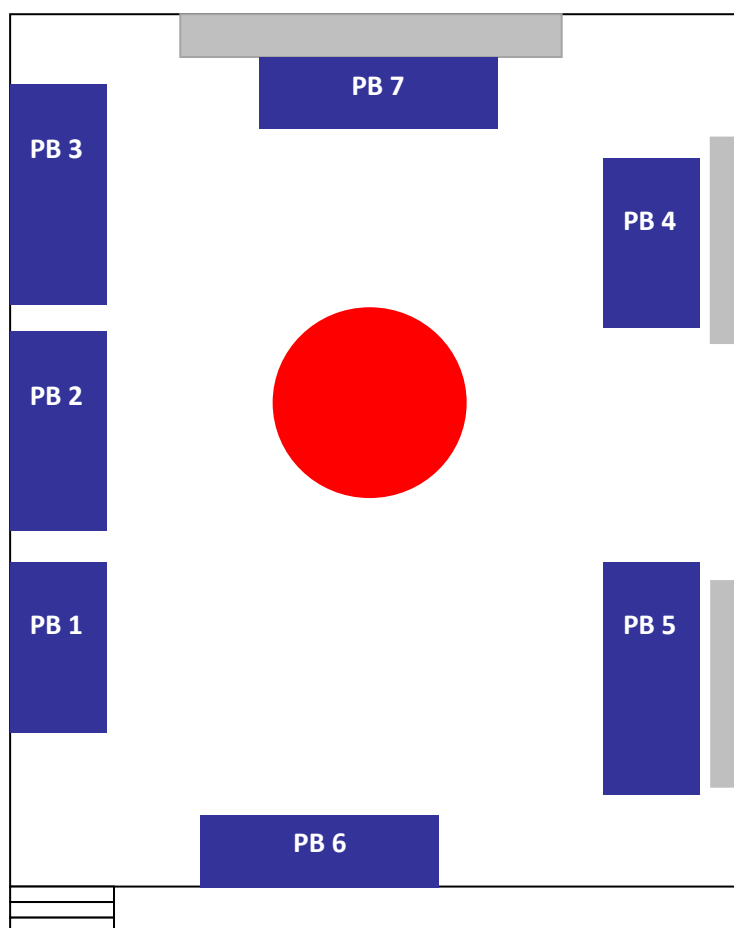


G4	OrthoMetals BV
G5	PJ Combustion Solutions Ltd
G6	ASSETTRAC Ltd
G7	IFZW Maintenance Ltd
G8	Stone-Safe Stability System
G9	Finders International
G10	Clare Shaw Children's Books
G13	Matthews Environmental Solutions
G14	Gem Precast/Greenacre Innovations Ltd
G15	Gedenk-Bomen VOF
G17	Opus Xenta
G18	Facultatieve Technologies Ltd
G19 & 20	Cemetery Development Services Ltd
G21	Hoopers International Genealogists
G22	PlotBox
G23	Canfly Marketing
G24	Obitus
G25, 26	Greenbridge Designs/SAMM Software Solutions

Kenilworth Foyer



KF1,2,3	Welters Organisation Worldwide
KF4,5	Gower Consultants & Deceased Online
KF6	SafeMemorials (Frontline Mobile Solutions Ltd)
KF7	Estate Research
KF8	Clear Skies/Agile Applications Group
KF9	Lyn Oakes Ltd
KF10	Granart
KF11,12	Edge IT Systems Ltd
KF13,14	Wesley Media

Pine Bar

PB1	Fibrous Funeral Supplies
PB2	FG Marshall Ltd
PB3	Ashes Register/Scattering Ashes
PB4	Pear Technology Services Ltd
PB5,6	The MazWell Group Ltd
PB7	Teleshore Group

Exhibitor Information**Ashes Register/Scattering Ashes****PB3**

11 Seale Hayne
 Newton Abbot
 Devon
 TQ12 6NQ

Tel: 07768 278363

Email: richard@scattering-ashes.co.uk

Web: www.ashesregsiter.com

Representatives: Richard Martin

Ashes Register where people can record where the ashes are scattered for free – the first and only public register. Crematoria and Funeral Directors will be able to record scatterings and burials and let families know if ashes are stored on their premises.

Scattering Ashes for the most comprehensive choice about what to do with cremated remains. With services ranging from fireworks and launches into space - to memorial jewellery, artisan urns and ceremony sets. You can even get a Viking longboat urn for a farewell in a blaze of glory. Algordanza Ltd the world's most trusted memorial Diamond company, a premier service producing amazing Swiss made Diamonds.

Living Memorial: a soil product that not only neutralises the negative impact of ashes, but converts the ashes into valuable nutrients. This amazing product can repair and revitalise gardens of Remembrance and rose beds at your crematoria.

ASSETTRAC Ltd**G6**

Suite F Pavilion House
 King Business Centre
 Reeds Lane
 Sayers Common
 Hassocks
 BN6 9LS

Tel: 01273 491267

Email: info@assettrac.co.uk

Web: www.assettrac.co.uk

Representatives: Stephen Laing, Ian Athersmith

ASSETtrac's involvement with the cemetery world began in 1999 when we first supplied our EpiTrace underground pegs to mark grave plots in natural burial grounds. This has grown to 120 clients, and microchip identification now extends to trees, memorials, cremated remains, and site machinery.

The company also delivers fast onsite safety surveys to identify dangerous memorials, and supplies the digital tools for burial authorities to demonstrate compliance and duty of care through paper free audit trails. The old clipboard method is replaced with a mobile app to manage all types of inspection recording including trees, emergency exits, car parks, and building facilities too. Clients can also track the movement of portable assets and people.

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.

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

Canfly Marketing

G23

Freedom House
2 Rutherford Way
Cheltenham
GL51 9TU

Tel: 0207 8594443

Email: info@canflymarketing.com

Web: www.canflymarketing.com

Representatives: Adrienne Peers

Branded presentation bags, 4 & 5 ltr Ash Boxes both folding and rigid. Huge range of branded Merchandise including pens, umbrellas and drinkware.

Clare Shaw Children's Books

G10

14 Bury Hall Lane
Gosport
Hampshire
PO12 2PN

Tel: 07760 264855

Email: clare@cskidsbooks.com

Web: www.cskidsbooks.com

Representatives: Clare Shaw

Established in 2016, Clare Shaw Children's Books produce therapeutic stories for children of all ages.

All Clare's titles come from her own experiences and are written and designed to help children through tricky situations, such as bereavement or a parental work deployment. Each book has areas where the child can write or draw their own thoughts and feelings making each a truly personal journal.

Clare's books are widely used by Funeral Directors, Charities and Schools across the UK. The books also sell through Amazon, Etsy and our website to direct customers and businesses making them available for everyone who needs them.

Clear Skies/Agile Applications Group**KF8**

79 Macrae Road
Eden Office Park
Ham Green
Bristol
BS20 0DD

Tel: 07971 616274

Email: info@agileapplications.co.uk

Web: www.agileapplications.co.uk; www.clearskiesweb.uksouth.cloudapp.azure.com/cs/

Representatives: Martin Caxton, Alison Beck

Clear Skies Software (CSS)/ Agile Applications provide a comprehensive range of software for the administration of crematoria and cemeteries. This includes services accessible via the web such as Bookings, Genealogy, Memorial purchases, as well as Mapping and Memorial Risk Assessment software.

We offer a fully hosted solution with a range of benefits for customers. Agile Applications acquired CSS in 2021 and has many Local Authority customers and experience of delivering new digital services platforms across a range of service areas.

EDGE IT Systems Limited**KF11,12**

Enterprise House
Courtaulds Way
Coventry
CV6 5NX

Tel: 024 7666 7337

Email: info@edgeITsystems.com

Web: www.edgeITsystems.com

Representatives: Chris Edge, Peter Linsell, Tracey Ramster

EDGE supply the Epitaph cloud based solution whose team of 11 staff includes two experienced and ICCM qualified practitioners; Peter Linsell and Tracey Ramster.

EDGE IT Systems Limited was established 33 years ago. Chris Edge is the IT architect for the software products and services provided by EDGE, and he leads the professional services team.

In 1992 AdvantEDGE was launched for Local Councils and now includes 11 software modules, portals and apps. The business model was changed in 2006 from a traditional software supplier to a "software as a service" via the cloud, and Epitaph was launched for cemeteries and crematoria.

Today, public sector organisations can safely migrate to Epitaph without going to tender with a direct award to the Everything ICT procurement framework:

<https://edgeitsystems.com/epitaph/procurement-framework>

Chris, Peter and Tracey are available at your convenience at Conference.

Chris Edge chris@edgeITsystems.com
 Peter Linsell peter@edgeITsystems.com
 Tracey Ramster tracey@edgeITsystems.com

Estate Research

KF7

102 Chapel Lane
 Wigan
 WN3 4HG

Tel: 01942 826500
 Email: jonathan@estateresearch.co.uk
 Web: www.estateresearch.co.uk

Representatives: Jonathan Platt , Megan Murphy



Estate Research
 Genealogy Matters

Estate Research have been working in partnership with public sector bodies including local authorities, NHS trusts and coroners for the past 20 years. What started off as a simple next of kin tracing service has evolved to our current position where we can now offer a solution for every problem you may encounter when a person passes away.

Our policy of transparency in our dealings with family and public sector bodies underpins everything we do and helps us build trusting relationships with our clients, leading them to not use us for one case but importantly to repeatedly use our services. The overarching mission has always been to contact next of kin as quickly as possible to inform them of an upcoming funeral and give them a chance to attend. With offices in Wigan and London, we have local expertise and through our established international agents, global reach.

Facultatieve Technologies Ltd

G18

Moor Road
 Leeds
 LS10 2DD

Tel: 0113 276 8888
 Email: info@facultatieve-technologies.co.uk
 Web: www.facultatieve-technologies.com

Representatives: Richard Harvey, Jeff Pickard, 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.

FG Marshall Ltd

PB2

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

Tel: 01372 274386
Email: office@fgmarshall.com
Web: www.fgmarshall.com

Representatives: Daniel Dunn

Beautiful handmade books of remembrance to commemorate loved ones forever. All styles of calligraphy, bookbinding repair and restoration.

Fibrous Funeral Supplies

PB1

299-303 Whitehorse Road
Croydon

Tel: 0208 684 1667
Email: info@fibrous.com
Web: www.fibrous.com

Representatives: Joe Walkling, Mark Spooner

Fibrous Funeral Supplies have been supplying funeral directors, crematoria and cemeteris for over 75 years. We specialise in branded ashes boxes, eco-tainers and have a vast range of urns, keepsakes and jewellery. Whatever your requirements, Fibrous will deliver a fast and reliable service.

Finders International

G9

6-8 Vestry Street
London
N1 7RE

Tel: 0207 490 4935
Email: public@findersinternational.co.uk
Web: www.findersinternational.co.uk

Representatives: David Lockwood, Elaine Ridley

Finders International are global probate genealogists, also known as 'Heir Hunters' appearing on the BBC1 TV series of the same name. We trace missing heirs and beneficiaries to Estates, properties and assets worldwide and provide a range of useful additional services in associated fields.

Finders offer a free next of kin tracing service for the public sector including Local Authorities, Care homes, Funeral Directors and Hospitals. We've been awarded 'Best Probate Research Firm' for 4 years in a row at the UK Probate Research Awards, and the same award in 2020 at the British Wills and Probate Awards.

Visit our stand at the ICCM Convention to speak with our staff, to gather further information and free giveaways.

Gedenk-Bomen VOF

G15

Jaagpad 36
2034 JM Haarlem
Netherlands
2034 JM

Tel: +31628445566

Email: marko@memorial-trees.co.uk

Web: www.gedenk-bomen.nl

Representatives: Marko Dakin

What are memorial trees - In recent decades there has been a shift from burials to cremations. Crematoria and cemeteries have been given a new role as a result. They are proud of their history and also want to move with the times. They organize memorial days and new forms of memorials for the bereaved.

A modern and stylish memorial - The corten steel memorial tree is a unique object for cemeteries and crematoria. Memories are given a beautiful place for the next of kin. The name of the departed is inscribed on a leaf in the tree. In case of graves that are going to be cleared a memorial tree will allow the names of the deceased to live on.

Personalized memorial leaves - The memorial tree is a 'living' monument at cemeteries and scattering grounds; memorial leaves are added continuously. The names of the deceased are engraved on the metal leaves of the tree. Each leaf contains the name and date of birth and death. Over time, the leaves discolor with the name as a lasting reminder.

Gem Precast/Greenacre Innovations Ltd **G14**

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

Tel: 01430 860660

Email: david@greenacreinnovations.com; gemprecast@live.com

Web: www.greengraves.com; www.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.

Gower Consultants & Deceased Online

KF4,5

The Elms Studio
Isham Road
Pytchley
Northamptonshire
NN16 8EA

Tel: 01536 791568

Email: info@deceasedonline.com; gower@manuscripti.net

Web: www.deceasedonline.com; www.deceasedonline.com

Representatives: Sarah Yeomans, Ross Chester, Minnie Burges-Lumsden, Jamie Burges-Lumsden

Deceased Online is the only national database dedicated to statutory burial and cremation records.

Millions of burial and cremation records are available to search for free on www.deceasedonline.com, supplied directly from local authorities and private cemeteries and crematoria from all over the UK.

Our essential resources for family historians and genealogists include scans of the original burial and cremation registers, details of other occupants in graves, cemetery maps showing the locations of graves, and photographs and transcriptions of memorials and headstones.

Start at the End. Find your ancestors online at www.deceasedonline.com.

Granart

KF10

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

Tel: 01298 814899

Email: info@granart.co.uk

Web: 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 Granart's 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/SAMM Software Solutions**G25, 26**

Unit 27
 Weston Industrial Estate
 Honeybourne Road
 Evesham
 WR1 7QU

Tel: 07792 805731

Email: dennis@greenbridgedesigns.com; dennis@sammsoftware.co.uk

Web: www.greenbridgedesigns.com

Representatives: Dennis Millington, Colin Hood

Greenbridge Designs continue to look for innovative solutions to the memorial, burial vault and mausoleum needs of cemeteries and crematorium in this post-pandemic era. One of the key outcomes of the challenges we have all faced over the past two years has been the accelerated focus on sustainable alternatives to reduce the environmental impact of the work we do. Supply chain delays and increased shipping costs have reinforced our endeavour to find alternatives to traditional granite supplies from India and China. After 18 months of research and testing, Greenbridge Designs will soon be launching a range of products that are locally made, using materials that have all originated here in the United Kingdom. For pre-launch information, please contact Dennis Millington on 07792 805731; dennis@greenbridgedesigns.com.

Earlier this year, we launched SAMM Safety, a risk-based memorial inspection system designed for use across cemeteries of all sizes. We are pleased to announce that the functionality of SAMM Safety has now been extended beyond just memorials. Any asset or premise can now be inspected within SAMM Safety. This fully configurable tool provides the perfect solution for inspecting buildings, roads, trees, bins or taps. In fact, no matter what assessment regime you have, SAMM is the perfect tool for carrying out effective inspections as well as providing the most powerful and comprehensive management system we know of. SAMM Software together with its parent company Willcox Granite can now offer a full-service memorial inspection service using a network of fully trained inspectors and memorial masons. For more information, please contact Dennis Millington on 07792 805731; dennis@sammsoftware.co.uk

Hoopers International Genealogists**G21**

Spice Quay
 30b Shad Thames
 London
 SE1 2YG

Tel: 0207 490 3908

Email: chris.grogan@hoopers.co.uk

Web: www.hoopers.co.uk

Representatives: Chris Grogan

Hoopers has achieved ISO 9001 Certification for Quality Management and ISO 27001 Certification for Information Security Management. As we approach our centenary, we are able to offer the public sector a wealth of experience and expertise in family research and locating next of kin. We can reassure our referral sources of our considerate and respectful treatment of all family members we contact.

IFZW Maintenance Ltd**G7**

Suite C
 Huffwood House
 Huffwood Trading Estate
 Partridge Green
 West Sussex
 RH13 8AU

Tel: 01403 713310
 Email: info@ifzw.co.uk
 Web: www.ifzw.co.uk

Representatives: Jonathan Heath, Barbara Fink

IFZW designs, manufactures and installs cremation systems and accessories. We have the experience to produce tailor-made cremation plant to suit individual requirements because we know that no two facilities are alike and different locations require differentiated solutions. Our facilities allow us to optimally support our steadily rising number of customers around the world.

Lyn Oakes Ltd**KF9**

Central Building
 Worcester Road
 Stouport on Severn
 Worcestershire
 DY13 9AS

Tel: 01299 827360
 Email: sales@lynoakes.co.uk
 Web: www.lynoakes.co.uk

Representatives: Dylan Edwards

Lyn Oakes supply Crematoria and Funeral Directors with good value quality clothing. We are able to provide you with all your clothing needs, top coats, raincoats, jackets, waistcoats and trousers, shirts, all type of footwear. Groundsmen can be supplied with waterproof jackets, overalls, tops and trousers, sweat shirts, polo shirts and suitable footwear. Personalised embroidery or tax tabbing option available. No request too small or too large.

Matthews Environmental Solutions**G13**

Unit 2 & 3 Hyde Point
 Dunkirk Lane
 Hyde
 SK14 4NL

Tel: 0161 337 4488
 Email: sales@matwuk.com
 Web: www.matthewsenvironmentalsolutions.com

Representatives: Ronald Munton, Colin Duncan, Allison Kleyhans

Designers, manufacturers and installation of complete bespoke cremators. Completed to high standards of quality workmanship, to client's specification. Long term service maintenance plans.

At our headquarters on the outskirts of Manchester, England we provide a total facility based around our unique experience and unrivalled knowledge of incinerators, cremators, waste to energy, waste to power and flue gas abatement technology. We are the acknowledged world-specialists in combustion technology and our internationally acclaimed products meet a wide cross-section of global demands including performance standards, environmental responsibility, user safety, fuel efficiency and compliance regulations, as well as, for many customers, increasingly important budgetary considerations. Our design engineers are continuously involved in an ongoing programme of progress and improvement.

Over the years many of what are today seen as industry standards have been implemented within our design office where we have constantly pushed the boundaries to maintain our policy of continuous improvement. UK Manufactured

Obitus

G24

Unit 29
President Buildings
Savile Street East
Sheffield
S4 7UQ

Tel: 03333 447 440
Email: venues@obitus.com
Web: www.obitus.com

Representatives: James Crossland, Antonia Wilmot

Obitus is the UK's leading provider of audio-visual services for funerals. Working in partnership with over 250 crematoria and other funeral venues, we proudly support over half the UK's funerals each year.

OpusXenta

G17

6 Chesham Rise
Cherry Lodge
Northampton
NN3 8PX

Tel: 07597 112620
Email: simonw@opusxenta.com
Web: www.opusxenta.com

Representatives: Simon Woods, Bernard Ford

OpusXenta is a global technology provider to the death care sector with a presence across North America, Australia, New Zealand, and the United Kingdom. We are focused on solving the complex challenges that crematoria, cemeteries, and funeral directors encounter every day so they can focus on what is most important – serving their families. We provide a complete solution through our comprehensive range of products and enable our customers to create operational excellence while also delivering amazing customer service.

OrthoMetals BV**G4**

Eekhorstweg 32
 Meppel
 The Netherlands
 7942 KC

Tel: +31(0)886784600
 Email: contact@orthometals.com
 Web: www.orthometals.com

Representatives: Hidde Verberne, Madelon Klaus

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.

Pear Technology Services Ltd**PB4**

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

Tel: 023 92499689
 Email: info@peartechnology.co.uk
 Web: www.peartechnology.co.uk/cemetery-services/

Representatives: Philippa Harrison, Jonathan Smith

Pear Technology take old paper maps and replace them with accurate, georeferenced digital maps. The digital map can link to your cemetery administration system and can be web hosted/searched to find a plot record and location. Plots can accurately be located in the field and surveys performed, using GPS. Pear also provides natural burial ground mapping. Maps would normally use Ordnance Survey Master Map data and can overlay aerial/drone imagery.

PJ Combustion Solutions Ltd**G5**

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

Tel: 01242 216949
Email: andrewhamer.csl@gmail.com
Web: www.pjcs.co.uk

Representatives: Andrew Hamer

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**G22**

Ecos Centre
Kernohan's Lane
Ballymena
County Antrim
BT43 7QA

Tel: (+44)28 25821005
Email: info@plotbox.io
Web: www.plotbox.io

Representatives: Niall Adams, Dawn Gregg, Jodie Smith

PlotBox is the international deathcare management solution that facilitates cemeteries and crematorium in operating to world-class standards through integrated software and georectified mapping modules. The number and scope of problems this innovation solves, revolutionises the way deathcare facilities both operate and grow.

SafeMemorials (Frontline Mobile Solutions Ltd) KF6

16 Weigall Road
Lee
London
SE12 8HE

Tel: 07946 811455
Email: nigel.tyrell@frontlinemobile.net

Web: www.safememorials.com

Representatives: Nigel Tyrell

Complete solutions for recording Memorial Safety inspections and assigning tasks to cemetery operatives. Enables grave mapping, plot/section storage for automatic plot/section location. The app can host Hi-Res drone map images and Original Cemetery Map overlays. API to retrieve performance information, download data into Excel and for integration with other Burial and Cremation Management Systems.

Stone-Safe Stability System

G8

Memorial Stone Centre
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Bognor Regis
West Sussex
PO22 9PJ

Tel: 01243 867005

Email: info@stonesafe.co.uk

Web: www.stonesafe.co.uk

Representatives: Anton Matthews, Karl Matthews

Stone-Safe Stability Systems - manufactured from steel reinforced concrete by JKH Ltd, the fixing systems has been designed as the most stable and secure memorial foundation on the market today giving peace of mind to the installers and the bereaved. The key benefits of this unique systems - with correct installation this system can withstand a pressure of 250kg.

- A rigid fixing system
- Simple installation
- Larger diameter ground anchors
- Improves stability
- Vandal resistant
- 100% recycled ground anchors
- Compliance - tested and designed in accordance with BS8415-2018
- Manufactured in accordance with BSEN 13369-2018
- Approved by trading standards
- Complies with structural engineering standard ISO9001 2019
- UKCA Marked

Teleshore Group

PB7

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

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Email: info@teleshore.com

Web: www.teleshore.com

Representatives: Peter Smith, Richard Smith

Teleshore Group are the UK's leading supplier of products and services for the Bereavement Services industry. With nearly 30 years experience in understanding customers needs and achieving them, we pride ourselves in leading the way with new, innovative cemetery and crematoria products, safety knowledge always available. We are leading the way in supplying British made and British manufactured products. Buying British means Carbon reduction, employment. We look forward to meeting up again.

The CDS Group**G19 & 20**

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Silsoe
Bedfordshire
MK45 4HS

Tel: 01525 864387

Email: info@thecdsgroup.co.uk

Web: www.thecdsgroup.co.uk

Representatives: Justin Smith, Becky Ballinger

Recognising the growth of Cemetery Development Services, the company was rebranded as The CDS Group to offer clients a wider range of services covering Cemeteries and Crematoria, Parks and Leisure, and Environmental Solutions. CDS have extensive knowledge and experience in designing and developing innovative new designs. Our in-house team of planners, designers, environmental consultants and drainage engineers are focused on providing a single point of contact throughout the project to ensure a seamless experience from inception to completion.

The Columbaria Company**ECF1, 2**

59 New Cleveland Street
Hull
East Yorkshire
HU8 7HB

Tel: 01482 387468

Email: columbaria@odlings.co.uk

Web: www.columbaria.co.uk

Representatives: Peter Roper, Nikki Easby, Alan Clough, David Beasley

Suppliers of after cremation memorials to over 250 local authorities and the private sector since 1990, including granite and UK manufactured memorials, children's and babies' memorials. Bespoke designs are our speciality so please feel free to speak to us. We have a brand new Creative Design team who are here to assist you in planning a Garden of Remembrance or anything bespoke using UK manufactured sustainable products.

Please visit our stands ECF1 and ECF2.

The MazWell Group Ltd**PB5,6**

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Email: enquiries@themazwellgroup.com

Web: www.themazwellgroup.com

Representatives: Ben Whitworth

The MazWell Group Ltd, the new name for The Dodge Company in the UK is a leading supplier to the Death Care profession. From PPE and hygiene equipment and chemicals, through to memorial items, we are well placed to help. With industry qualified and experienced representatives, the MazWell Group is seen by many as a resource and support as well as a supplier. our exciting range of LoveUrn memorial products help private and local authority cemetery and crematorium providers enhance their support of the bereaved and benefit from additional revenue streams.

Welters Organisation Worldwide**KF1,2,3**

PO Box 159
Carlisle
CA2 5BG

Tel: 08702 416422

Email: admin@welters-worldwide.com

Web: www.welters-worldwide.com

Representatives: Keith Welters, Jackie Bazeley

welters® organisation worldwide

The Bereavement Services Division of **welters®** organisation worldwide has over thirty years of experience in design, manufacture and installation of interment and memorial schemes for Cemeteries and Crematoria. Originators of services which include:

- Cemetery Village®, Mausolea and Burial Chamber schemes
- Cemetery design and build
- Designers and manufacturers of memorial systems for fully body and cremated remains interment
- 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

Wesley Media

KF13,14

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Northamptonshire
NN15 7HH

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Email: info@wesleymeida.co.uk

Web: www.wesleymedia.co.uk

Representatives: James Brindley, Colin Walker, Ben Litchfield

Wesley Media launched in the mid-1990s with a team of audio experts and a commitment to providing the ideal music for truly personal and unique ceremonies across any genre and any origin. Since then, we have developed our offering and expanded our knowledge to culminate in an impressive range of solutions which includes vast music and video libraries, bespoke visual tributes, webcasts (broadcasts/streaming) and professional recordings, all bound together by our unique software specifically created for use in ceremony venues.

We have always recognised the importance of a seamless and memorable service for everybody involved, whether that be families, loved-ones, or industry professionals. It's why we take a completely customer-focused approach in all that we do. We also provide unparalleled music and visual software via a full suite of high-quality AV systems.



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More time for what **matters.**

The cloud-based deathcare management solution designed for **Cemeteries and Crematoria**. Everything you need in one place, giving you more time to focus on what matters most.

SCAN TO LEARN MORE



To find out about our range of packages or to book a demo, please contact:
info@plotbox.io