



# AGM Handbook 2023

**Institute of Cemetery and Crematorium Management**

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# NOTICE AND AGENDA

NOTICE IS HEREBY GIVEN that the Annual General Meeting of the Institute of Cemetery and Crematorium Management (Inc) will be held at 13:45 on Monday 18<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 Monday 26<sup>th</sup> September at the Chesford Grange Hotel
4. To receive and consider the report of the Board of Directors for the year ended 31<sup>st</sup> March 2023.
5. To receive and consider the audited accounts for the year ended 31<sup>st</sup> March 2023.
6. To appoint auditors for 2023/2024 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 2023/2024.
9. To induct the President and Deputy President for 2023/2024.

## **Special business**

To approve one of the following two special resolutions to change the articles of association of the ICCM. Because these special resolutions involve constitutional change, the Companies Act 2006 require a 75% majority of members present and voting before either can take legal effect. Each of the special resolutions are

presented as Special Resolution A and Special Resolution B and follows a process of member consultation carried out in June 2023.

Special Resolution A is the more far reaching and involves the creation of a new class of non-voting membership to open up the possibility of membership to categories of person not currently eligible for ICCM membership. Other changes to the Articles will enable ICCM to recognise newer forms of disposal of human remains, such as resomation, as well as updating the articles of association to facilitate electronic voting, as well as more inclusive terminology.

Special Resolution B is more limited in that it does not authorise the creation of any new class of membership but in all other respects incorporates the moves to electronic voting and inclusive language referred to in Special Resolution A.

If Special Resolution A is passed on a 75% majority of those present and voting, no further vote will be taken. A vote will only be taken on Special Resolution B if the vote on Special Resolution A fails to pass on a 75% majority of members present and voting. There will be a recorded vote on each of these resolutions. There will also be an opportunity for members to speak at the meeting for or against the proposed changes before a vote is taken.

Copies of the proposed articles in their amended form, as Version A and Version form part of this agenda pack.

#### 10. Special Resolution A.

That the draft articles of association attached to this resolution and marked as Version A be adopted as the articles of association of the company in substitution for, and to the exclusion of, the company's existing articles of the association.

#### 11. Special Resolution B.

That the draft articles of association attached to this resolution and marked Version B be adopted as the articles of association of the company in

substitution for, and to the exclusion of, the company's existing articles of association.

12. Close of meeting.

NOTES:

# MINUTES OF THE AGM 2022

**Minutes of the Annual General Meeting held on 26<sup>th</sup> September 2022 at the Chesford Grange Hotel, Kenilworth, Warwickshire**

## **1. Opening of the meeting**

The President opened the meeting and welcomed members.

The president informed members that Ian Quance (former ICCM President, branch secretary, tutor and author of the Natural Burial Ground Charter), Jack Maher ( former ICCM President, branch chair, Journal editor and tutor), Peter Gitsham (former ICCM President and tutor), Gerry O'Brien (former bereavement services manager at Portsmouth City Council), Nikki Dowsett (bereavement services manager at Thanet Council), Prebendary Neil Richardson (ICCM Honorary Vice President and contributor to the Journal), Jon Luby (former Secretary of the FBCA and Manager of the City of London Cemetery), Harvey Thomas (former chair of the Cremation Society of Great Britain) and Gordon Dixon (former President of the FBCA) had died since the last AGM. Members stood in silence to remember those lost members and colleagues.

## **2. Apologies for absence**

There were no apologies.

## **3. To approve the minutes of the Annual General Meeting held online on 25<sup>th</sup> November 2021**

Mathew Crawley proposed and David Jennings 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 2022**

Graham Harrison proposed and Sofia Allana 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 2022**

Claire Hodges proposed and Brendan Day seconded that the accounts be approved. Members agreed on a show of hands.

There were no matters arising.

**6. To appoint auditors for 2022/20202 and to authorise the Directors to fix their remuneration. Recommendation of the Board of Directors: Messrs HSKS Greenhalgh and Company, Nottingham**

Mathew Crawley proposed and Graham Harrison seconded that the recommendation of the board be accepted. Members agreed on a show of hands.

**7. Appointment of Fellows, Life Members, and Honorary Vice Presidents**

The President announced that The Board of Directors had made one appointment of a Fellowship this year, and this will be announced and the presentation made at the Award Ceremony prior to the Convention dinner tomorrow night.

There were no appointments of Life Members or Honorary Vice Presidents.

**8. To confirm the appointments of the President and Deputy President for 2022/2023.**

The President confirmed that due to the ongoing pandemic situation, the Board had agreed to remain in their positions for a further year. Elections will be reinstated in 2023.

The President confirmed the following:

Heather White as President

Marian Millington as Deputy President

**9. Close of meeting**

The President closed the meeting at 14.05.

# REPORT OF THE BOARD OF DIRECTORS

*The Board thanks members for their continued support during the last twelve months*

Following the two years of strange times caused by the Covid-19 pandemic, 2022-2023 saw a re-emergence of 'normality' or at least whatever passes for the new normal. To help ensure that the ICCM Board provided stability for the organisation, the Directors once again agreed to spend a further year in office, meaning that elections would be held in 2023.

To help re-centre the ICCM and ensure that it remains the leading membership organisation for the bereavement sector, the Board of Directors have set their strategic objectives for the next three years (these can be seen on pages 14 and 15 of this Handbook). The objectives are centred around the key themes of:

**Setting Standards & Best Practice**

**Representation of the ICCM**

**Training and Education**

**Membership**

**Environment**

**Governance**

With these key themes and strategic objectives, the ICCM will continue to support you in your roles so you in turn can provide excellent services to bereaved people.

The Board are very grateful to the small team of hardworking officers who provide all the ICCM services to you, the members. It may not sometimes seem obvious what the team do, but we can assure you they work tirelessly to ensure that the ICCM runs smoothly and provides the services you need when you need them. An exercise carried out last year identified the number of calls and emails that the officers receive and respond to. An average of 816 calls and emails are handled each week, many being technical queries from



members. We are proud that our officers commit to answering such queries as quickly as possible, providing solutions to members so they can do their jobs.

One of the best things about the easing of the Covid-19 restrictions was the ability to meet in person again. 2022 saw the first Education Seminar since 2019. This was well attended and enabled members to make good progress on their Diploma studies. The deadline provided by the withdrawal of accreditation by Pearson for the HNC Diploma certainly helped to focus minds, with the number of students completing units and gaining the Diploma rising this year. There is currently a brief hiatus whilst we secure an alternative accreditation route, although the ICCM Diploma is still being offered and is a worthy qualification in its own right. Our thanks go to the tutors who work hard to assist their students with completing their studies, and especially to our education partners, Stratford Business School.

2022 also saw the first Learning Convention and Exhibition since 2019. It was so good to be back in the room! As usual, we were treated to some excellent papers on relevant topics for the sector, as well as a great range of products and services being on show from our exhibitors. The value in attending this important annual event far outweighs the cost. We are aware that finances are tight and that funding may be difficult to come by, but would encourage as many members as possible to attend. The papers, exhibition stands, social events and general networking all contribute to your knowledge and professional development. We've even made it free to attend the exhibition to encourage those who may not be able to attend the whole event to at least come and see the products and services that can help them deliver excellence.

Branch meetings are another excellent way of gaining knowledge and networking with like-minded professionals, and they were very much missed when it wasn't possible to meet in person. Meetings resumed in 2022, and the Board are grateful to the Branch secretaries, volunteers and sponsors who enable the meetings to take place. Again, the Board encourages you to attend Branch meetings wherever possible and to make the most of such opportunities to expand your knowledge.

Training remains a key function for the ICCM, and 2022/23 saw a record number of training courses delivered, both online and in person. Feedback from such courses is consistently good, but we won't rest on our laurels and will continue to develop training consistent with needs. The Board thanks all those who deliver training on behalf of the ICCM. Particular

thanks go to the Society of Local Council Clerks, who we have a long and successful training partnership with. This relationship has also led to a sustained increase in Corporate membership; since 2018 Corporate membership numbers has risen by 50%.

Our Cemetery Operatives Training Scheme and our Crematorium Technicians Training Scheme remain very much in demand. We are proud that these courses offer accredited training to those working at the sharp end of bereavement services. Possession of a COTS or CTTS qualification is a real mark of achievement, and reassures bereaved people of your commitment to providing an excellent service. Thank you to the COTS Manager, the CTTS examiners and the ICCM officers for their role in delivering, examining and administering this training.

One positive that came out of the pandemic was closer working with organisations across the wider bereavement sector. This has continued beyond the pandemic, and the Deceased Management Advisory Group (DMAG) meets on a regular basis to discuss areas of concern. DMAG also sponsors the All Party Parliamentary Group on Funerals and Bereavement (APPG), ensuring that any issues affecting members is discussed at the highest level. The Board thanks the DMAG organisations for their cooperation and friendship; a united sector benefits all, especially bereaved people.

Good communication is essential to ensure that members are kept informed and up to date with the latest information. Enewsletters are sent to members as soon as there are any changes or details to impart, and the high quality Journal is published quarterly to provide further information. Monthly webinars have also continued beyond the pandemic, and these have remained popular. Thanks to all involved in enabling these methods of communication. And thanks to members for your feedback; this is essential so we can continue to provide the services you require.

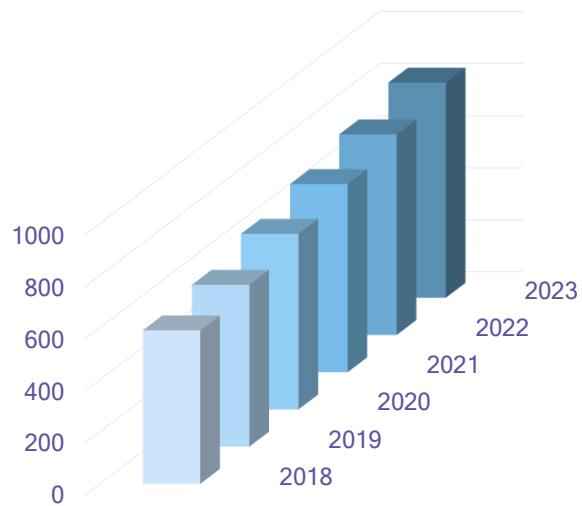
In summary, 2022/23 was a successful year for the Institute, thanks to you, the members. Your interaction and support is vital to the future of the organisation, and the Board looks forward to delivering on their strategic objectives so that you can be inspired and confident in your role of delivering excellent services to bereaved people.

**Board of Directors**

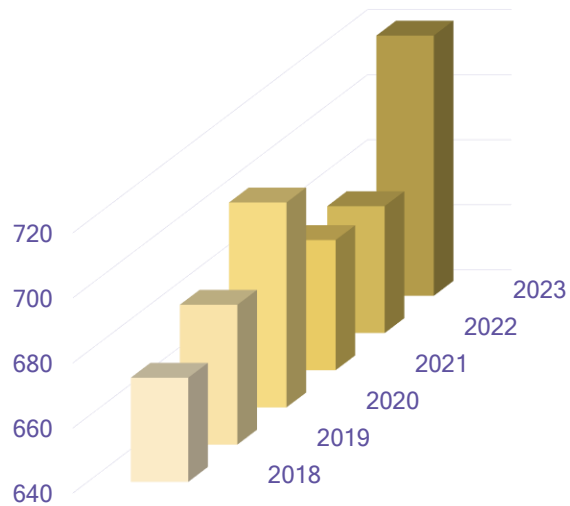
**August 2023**

# PERFORMANCE CHARTS

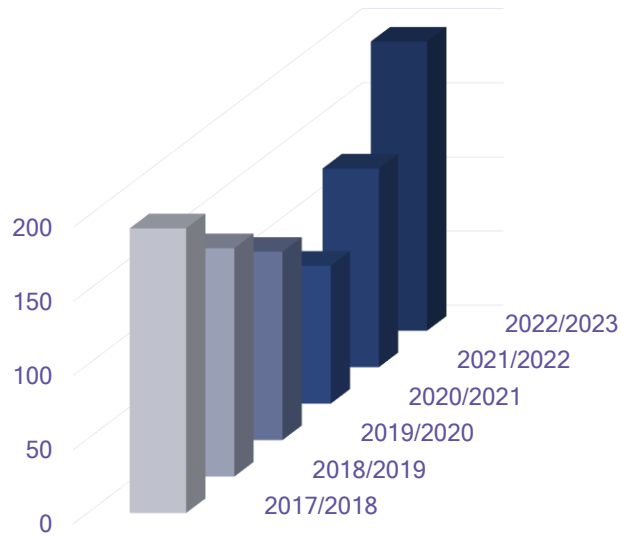
## Corporate Membership 2018 – 2023



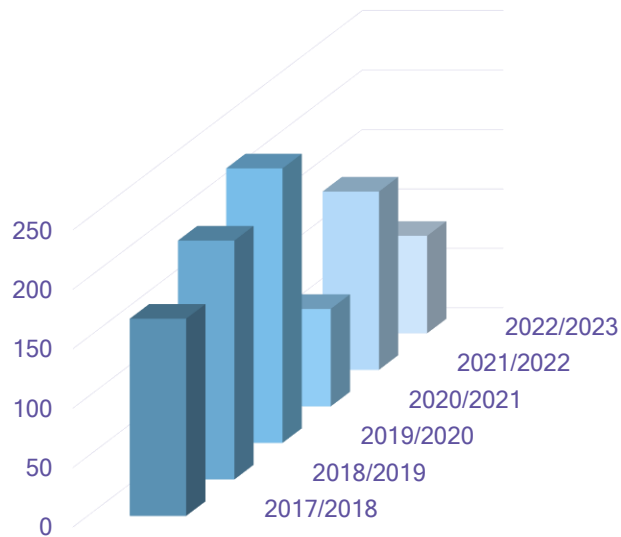
## Professional Membership 2018 – 2023



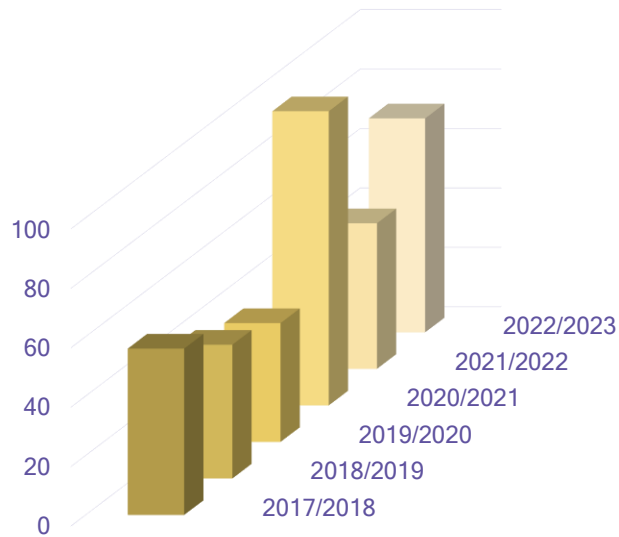
## Training Courses 2017/18 – 2022/23



## Cemetery Operatives Training Scheme Candidates 2017/18 – 2022/23



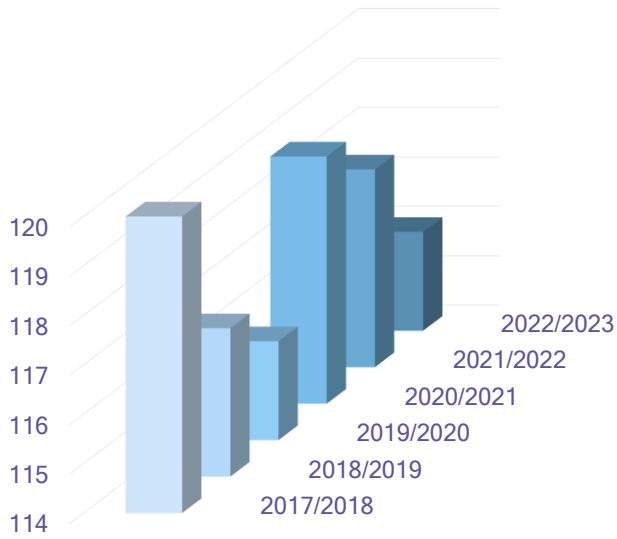
## Crematorium Technicians Training Scheme Candidates 2017/18 – 2022/23



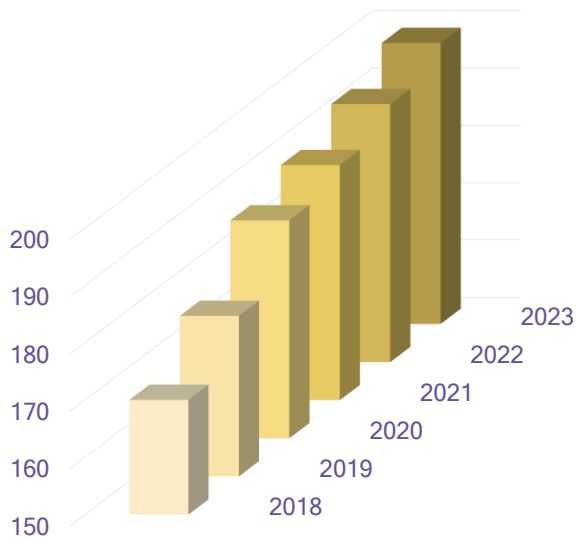
## Diploma Awards 2017/18 – 2022/23



### Charter for the Bereaved Membership 2017/18 – 2022/23



### Recycling of Metals Membership 2018 – 2023



# STRATEGIC OBJECTIVES 2023-2026

The Board of Directors has set the following strategic objectives for the next three years:

Strategic Priority	Objective	Priority
<b>Setting Standards &amp; Best Practice</b>	Full Review of ICCM Charter for the Bereaved	High
	Review of ICCM Policies	High
	Produce an Environmental Statement	High
	Produce a Position Statement on Direct Cremation and Low Cost Funerals	High
	Revive the Burial and Cremation Education Trust (BCET) and promote its work to ICCM members	Medium
	Awareness of New Methods of Disposal	Low
<b>Representation of the ICCM</b>	Review ICCM Membership of all national and international groups and organisations.	Low
	Review of Fraternal Relationships	Low
	Improve Social Media Activity	Low
<b>Training and Education</b>	Attain Ofqual Accreditation for the organisation	High
	Review ICCM Diploma Modules	Medium
	Accreditation of All ICCM Training Courses	Medium
	Review of Training Courses	High
	Review of ICCM Learning Convention	Medium
	Review of Education Seminar	Medium

	Review of the Burial and Cremation Education Trust	Yellow
	Stay abreast of Legislative Changes	Red
<b>Membership</b>	Introduce and Undertake an annual Membership Survey	Red
	Increase Membership	Green
	Review Member Benefits	Green
	Review of Website	Red
	Review of Social Media	Yellow
<b>Environment</b>	Support research into reducing environmental impact of funerals	Yellow
<b>Governance</b>	Review who can be a Director	Green
	Review Relationships Category	Green
	Review the need for the current National Office	Red
	Review Internal Policies	Green



# 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



Martin Clark,  
COTS Manager



Julie Darroux,  
Administration  
Officer



Mathew Crawley,  
Technical &  
Member Services



Julie Dunk, Chief  
Executive



Trevor Robson, Finance  
and IT Manager



Charles V Ward,  
Honorary Solicitor



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