

## **Table Of Contents**

Notice and agenda for the AGM 2025	5
Minutes of the AGM 2024	7
Report of the Board of Directors	11
Strategic objectives 2023 - 2026	15
Performance Charts	
Training courses 20219/20 – 2024/25	16
Diploma awards 20219/20 – 2024/25	16
Cemetery Operatives Training Scheme 2019/20 – 2024/25	17
Crematorium Technicians Training Scheme 20219/20 – 2024/25	17
Corporate membership 20219/20 – 2024/25	18
Professional membership 20219/20 – 2024/25	18
Charter for the bereaved membership 20219/20 – 2024/25	20
Recycling of metals membership 20219/20 – 2024/25	20
ICCM Directors and Officers	23



## 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 15:00 on Thursday the 25th of September 2025 via video conferencing for the following purposes:

- 1. Opening of the meeting
- 2. Apologies for absence
- 3. To approve the minutes of the Annual General Meeting held on Monday 23rd September 2024 at the Chesford Grange hotel
- 4. To receive and consider the report of the Board of Directors for the year ended 31st March 2025.
- 5. To receive and consider the audited accounts for the year ended 31st March 2025.
- 6. To appoint auditors for 2025/2026 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 2025/2026.
  - a. Induction of the President and Deputy President to take place at the ICCM Conference on the 30th of September 2025.
- 9. Close of meeting



### Minutes of the AGM 2024

Minutes of the Annual General Meeting held on the 23rd of September 2024 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 Bryan Ash, formerly of Preston City Council had died since the last AGM.

Members stood in a minute's silence to remember Bryan as a lost member and colleague.

#### 2. Apologies for absence

Nicala O'Leary of Brearton Parish Council had forwarded her apologies.

3. To approve the minutes of the Annual General Meeting held on Monday the 18th of September 2023 at the Chesford Grange Hotel

Graham Harrison proposed and Mathew Crawley seconded that the minutes were approved as a true record. Members agreed on a show of hands. There were no matters arising.

4. To receive and consider the report of the Board of Directors for the year ended 31st March 2024

Dave Jennings proposed and Andy Bond seconded that the report of the Directors is accepted. Members agreed on a show of hands. There were no matters arising.

5. To receive and consider the audited accounts for the year ended 31st March 2024

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

6. To appoint auditors for 2024/2025 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 Sofia Allana 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.

There were no appointments of Life Memberships.

There were no appointments of Honorary Vice Presidents.

#### 8. To confirm the appointments of the President and Deputy President for 2024/2025

The President confirmed the following:

Andy Bond as President

Barry Ellis as Deputy President

#### 9. To induct the President and Deputy President for 2024/25

The outgoing President inducted Andy Bond as the incoming President.

Andy Bond presented Marian Millington with her Past President's medal.

Andy Bond inducted Barry Ellis as the incoming Deputy President for 2023/2024.

Andy Bond took over as Chair for the rest of the AGM.

#### 10. Close of meeting

The President closed the meeting at 13:55.





## Report of the Board of Directors

#### 'Championing Members, Delivering What Matters'

The past year has been both inspiring and uplifting, continuing our tradition of growth and progress. As we navigate a period of transformation in cemetery and funeral services, we are witnessing exciting developments that are shaping the future of our sector. With the prospect of the most significant changes to burial and cremation law in over a century and the emergence of innovative funerary practices, the outlook is full of opportunity. It's encouraging to see our members not only adapting to these shifts but leading the way, embracing change with confidence, professionalism, and a forward-thinking spirit. Together, we are not just keeping pace with change, we're also setting the standard for what's to come.

As highlighted last year, our Strategic Objectives continue to guide the ICCM's focus on the issues that matter most, empowering professionals to deliver meaningful, high-quality services to bereaved families. What has become even more evident is the vital role that member values, active engagement, and a strong sense of community play in driving success across every aspect of our work. The dedication of our members to continuous improvement through training, education, and enhancing the experience of the bereaved is truly inspiring. Your commitment sets a powerful example for the sector, and we are both proud and honoured to support you in every way we can.

As we pause to reflect on the previous year, such commitment is evident when the figures on page xx are considered. Last year, it was witnessed for the third consecutive year that a record number of training days were delivered, alongside a record number of delegates having received such training across our suite of courses overall. This is a tremendous achievement for all who have committed to furthering their knowledge and experience. It is a point of particular note to share that whilst we encourage all constructive feedback, those that we receive across all of our training courses is also overwhelmingly positive. This is a testament to our committed team of Officers who regularly go over and above to ensure that members are supported in any way that they can, driving the future of the ICCM by engaging with members and organisations across the length and breadth of the UK.

Our accredited Cemetery Operatives Training Scheme (COTS), and Crematorium Technicians Training Scheme (CTTS) qualification also remain in high demand. The successes of these two schemes in particular are underpinned by the commitment of the candidates themselves to grow within their roles. This commitment is supported by a team of individuals who may often go unnoticed. The COTS Manager and Administration Officer are integral to the scheme's success in ensuring that candidates receive the best possible experience in order to train and subsequently undertake their assessments. Similarly, the CTTS Mentors, Assessors and Administrative support staff responsible for training successful CTTS candidates should not go unnoticed as earning such a qualification is a further huge commitment which should be celebrated. The Board would therefore like to offer its thanks to all those involved in the delivery of these schemes as the team continually look to develop and improve how our training services are accessed and provided.

Our active engagement with the membership remains one of our key priorities. As you will have noticed, improved communication has been a cornerstone of our membership offering through improved newsletter distribution, an increased social media presence and our annual member survey which helps to shape our future goals and objectives to serve you better. Our flagship Journal also brings you the latest news as and when it happens either in print or digitally, and has been recognised as a nominee at

the Good Funeral Awards for two successive years. The Board thanks the Journal Editor, our marketing and PR support partners Flourishh for ensuring that the Journal continues to have a fresh and vibrant look, and our contributors for consistently providing useful, high quality and interesting articles.

The importance and value of open and transparent communication has been reported as invaluable to ICCM members with an increase in both professional and corporate memberships being witnessed over the last 12 months. Such an upturn in membership numbers has also influenced the number of attendees at regional branch meetings throughout the UK. Both ICCM Officers and Directors aim to attend as many of these events as possible every year to meet with our members and share best practice whilst also being on hand to address any concerns you may have. It never fails to amaze us how welcoming, committed and enthusiastic our members are and the hard work that the Branch Secretaries devote to ensuring their smooth running. The Board of Directors would like to thank all those who contribute to the consistent delivery of our Branch meetings to ensure our network remains accessible and open to communication, and also the exhibitors who regularly sponsor such events to ensure that attendees are looked after and kept abreast of new developments.

Collaboration has also continued to be a key feature this year as common areas of interest are discussed and acted upon wherever possible. Examples of this have been through several areas of consultation such as the Law Commissions review into Burial and Cremation, and the ongoing UK and Scottish COVID Inquiries. The Deceased Management Advisory Group (DMAG), Council of British Funeral Services (CBFS) and Churches Funerals Group (CFG) are all organisations where the ICCM regularly come together with fraternal organisations to act as one on the key issues that influence our sector. We continue to believe that these types of collaboration are key in promoting both support and challenge where needed collectively and continuing to provide a voice to our members at the highest levels. The Board of Directors give their thanks to those fraternal organisations who contribute to such initiatives.

The Board would also like to thank both the Society of Local Council Clerks and APSE for their much-valued continuing training partnerships. Stratford Business School also deserve particular thanks and recognition from the Board for their unwavering support and assistance with our core function of training and education. Our flagship Diploma remains a pillar of our training and whilst there have been fewer members finishing the scheme this year, the number of students enrolling each year and attending the annual Education Seminar remains exciting as we look to the future. Stratford Business School's assistance in this regard is particularly valuable.

Communication again features as a priority with the format for this year's AGM moving back online after reverting back to an in-person format after COVID. We recognise that not all members can attend our annual Conference and wish to make the format as accessible as possible by utilising one of our monthly webinars to ensure that members can either attend live, or on demand thereafter. We sincerely hope that this makes both the AGM and we as a Board of Directors more visible to all.

Finally, we would like to end by assuring our members that whilst much may be changing around us we are still, and will continue, to be here for you. Whether that's to provide training courses, guidance and best practice, a platform to champion our works or challenge the landscape around us, we will continue to work tirelessly to provide the ICCM membership with the best possible support that we are able to. As always, your continued support is so important to us all as is your feedback as to how we are doing and what we could do better as we look to continue to grow and provide you with the tools and resources that are important to you in driving our sector forward for the benefit of those bereaved persons that need us the most.

#### **Board of Directors**

August 2025





# STRATEGIC OBJECTIVES 2023-2026

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

#### Setting Standards & Best Practice

Full Review of ICCM Charter for the Bereaved
Review of ICCM Policies
Produce an Environmental Statement
Produce a Position Statement on Direct Cremation and Low Cost Funerals
Revive the Burial and Cremation Education Trust (BCET) and promote its work to ICCM members
Awareness of New Methods of Disposal

#### Representation of the ICCM

Review ICCM Membership of all national and international groups and organisations. Review of Fraternal Relationships Improve Social Media Activity

#### Training and Education

Attain Ofqual Accreditation for the organisation
Review ICCM Diploma Modules
Accreditation of All ICCM Training Courses
Review of Training Courses
Review of ICCM Learning Convention
Review of Education Seminar
Review of the Burial and Cremation Education Trust
Stay abreast of Legislative Changes

#### Membership

Introduce and undertake an annual Membership Survey Increase Membership Review Member Benefits Review of Website Review of Social Media

#### **Environment**

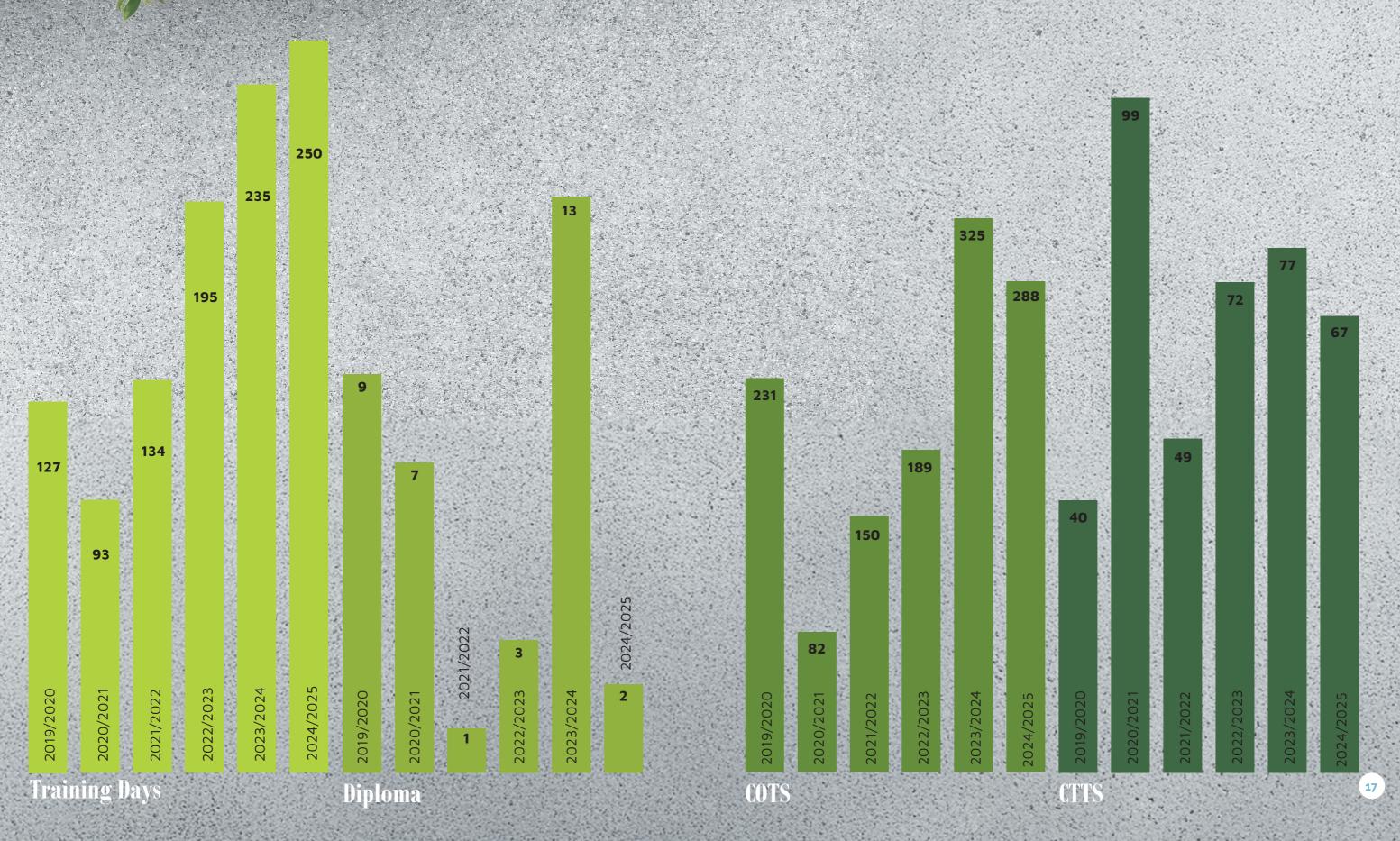
Support research into reducing environmental impact of funerals

#### Governance

Review who can be a Director Review Relationships Category Review the need for the current National Office Review Internal Policies

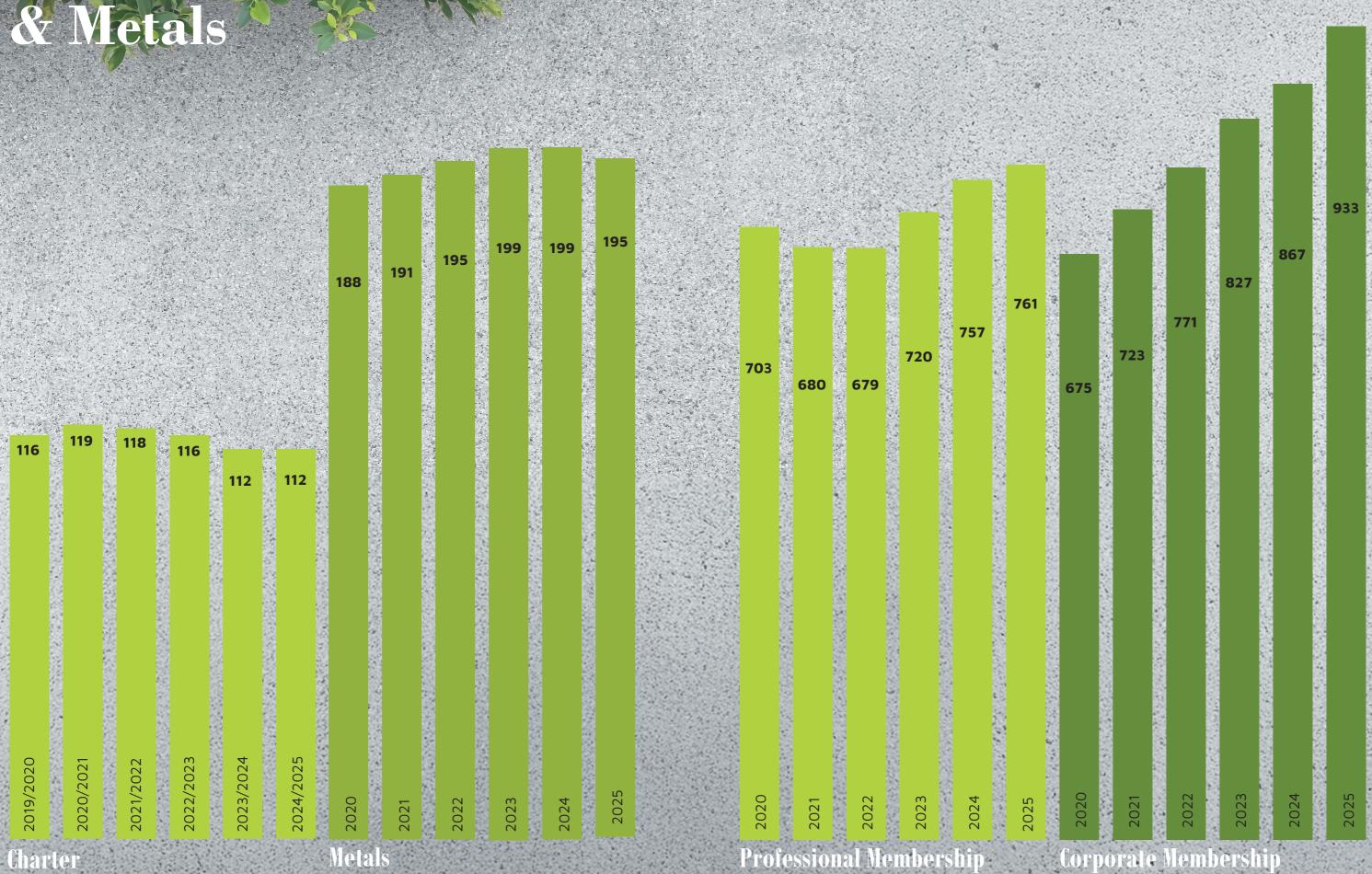
Red = Not yet achieved Orange = Under way/ongoing Green = Achieved

## Training & Education





## Membership





## ICCM DIRECTORS

#### The ICCM Board of Directors consists of:

Linda Barker

Martin Birch, Chair

Andy Bond, **President** 

Barry Ellis, **Deputy President** 

Dave Jennings

Marian Millington, Immediate Past President

Mohamed Omer

Kevin Pilkington

#### The ICCM Officers are:

Sofia Allana, **Technical Services Officer**Martin Clark, **COTS Manager**Julie Darroux, **Administration Officer**Mathew Crawley, **Chief Executive**Jennifer Hamilton, **Technical Services Officer**Trevor Robson, **Finance and IT Manager**Charles V Ward, **Honorary Solicitor** 



