



# AGM Handbook 2024



**ICCM**

Institute of Cemetery and  
Crematorium Management

**Championing the  
needs of bereaved  
people by influencing  
legislation,  
encouraging dialogue  
& empowering  
bereavement  
professionals to  
achieve great things**

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**Inspired  
Confident  
Empowered**

# 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 23rd September at the Chesford Grange hotel, with the following agenda:**

1. Ordinary business
2. Opening of the meeting
3. Apologies for absence
4. To approve the minutes of the Annual General Meeting held on Monday 18th September 2023 at the Chesford Grange hotel
5. To receive and consider the report of the Board of Directors for the year ended 31st March 2024.
6. To receive and consider the audited accounts for the year ended 31st March 2024.
7. 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.
8. Appointment of Fellows, Life members, and Honorary Vice Presidents.
9. To confirm the appointments of the President and Deputy President for 2024/2025.
10. To induct the President and Deputy President for 2024/2025.
11. Close of meeting.





# Minutes of the AGM 2023

Minutes of the Annual General Meeting held on 18th September 2023 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 Sally Avis, formerly of Bournemouth Bereavement Services; Angus Carmichael, formerly of Stoke on Trent City Council; Linda Higham, formerly of Spelthorne Borough Council; Alan Till, former President and Director of the ICCM and Chair of the CBA, and Shaun Peters of Wealden Crematorium had died since the last AGM.

Members stood in a minute's silence to remember those lost members and colleagues.

## 2. Apologies for absence

Kevin Davies had sent his apologies.

Martin Birch, Chair of the Board of Directors, announced that Tim Morris had resigned his position as a Director on the Board of Directors.

## 3. To approve the minutes of the Annual General Meeting held online on 26th September 2022

Sofia Allana 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 2023

Graham Harrison 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 2023**

Sofia Allana 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 2023/2024 and to authorise the Directors to fix their remuneration. Recommendation of the Board of Directors: Messrs HSKS Greenhalgh and Company, Nottingham**

Andy Bond 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.

The President also announced that the Board of Directors had awarded two Life Memberships this year, and that these will be announced and the presentations made at the Award Ceremony prior to the Convention dinner.

There were no appointments of Honorary Vice Presidents.

## **8. To confirm the appointments of the President and Deputy President for 2023/2024.**

The President confirmed the following:

Marian Millington as President

Andy Bond as Deputy President

## **9. To induct the President and Deputy President for 2023/2024**

The outgoing President inducted Marian Millington as the incoming President.

Marian Millington presented Heather White with her Past President's medal.

Marian Millington inducted Andy Bond as the incoming Deputy President for 2023/2024.





Marian Millington took over as Chair for the rest of the AGM.

## **SPECIAL BUSINESS**

The President outlined the two special resolutions that had previously been circulated to the membership.

Trevor Robson informed members about the reasoning behind the resolutions.

### **10. Special Resolution A**

Members were asked to raise their hand they were in favour of Special Resolution A.

100% of those entitled to vote raised their hand indicating a unanimous vote in favour of Special Resolution A.

As a check, Members were asked to raise their hand if they were against Special Resolution A.

No members raised their hand.

### **11. Special Resolution B**

As Special Resolution A had been passed by 100% of members present voting to accept it, it wasn't necessary for a vote on Special Resolution B.

### **12. Close of meeting**

The President closed the meeting at 13.57.





# Report of the Board of Directors

## Onwards and Upwards

**The last year has been a very positive one for the ICCM.** In 2022/23 the Board of Directors set strategic objectives to ensure that the organisation is fit for purpose now and into the future. As can be seen from the Strategic Objectives section on page 15, many of the targets have been met or are underway or ongoing. **This is a great achievement by the small team of ICCM Officers, who work so hard to support members and develop the organisation.**

**As can be seen from the graphs on pages 17 to 19, the only way is up!** With the exception of the number of Charter members, all other graphs show a marked increase on previous year's figures. Particularly pleasing is the large rise in the number of people achieving the Diploma – well done to all those who achieved this prestigious qualification this year. Education and training remain the lynchpin of the ICCM's service to you, to give you the knowledge, skills and confidence to do your job well for the benefit of bereaved people.

**2023/24 once again saw a record number of people attending training courses,** and training courses delivered. Feedback received following the training is consistently good, with any constructive criticism being used to refine and develop courses. The Board thank all those who deliver training on behalf of the ICCM, as well of those who assist with the administration and technical delivery of the courses.

Our Cemetery Operatives Training Scheme (COTS) was particularly in demand this year, **with a record number of people taking this important accredited training.** With this training under their belt, cemetery operatives across the UK can undertake their duties safely and with due care, resulting in excellent standards for bereaved people. The Board gives its sincere thanks to the COTS manager for his hard work in delivering so many courses to so many people, and to the Administration Officer for her role in keeping up with the paperwork.

The Crematorium Technicians Training Scheme (CTTS) also remained popular, with an increase on the number of people achieving this qualification increasing from the previous year. The Board gives its thanks to all those who mentor, examine and support those undergoing the CTTS training.



**One of the great strengths of the ICCM is the camaraderie that is produced through**

**member interactions.** Branch meetings, the Education Seminar, the Learning Conference and Exhibition, and other ad hoc events provide great opportunities to come together and forge working relationships and friendships that last a lifetime. This is what we most missed during the Covid pandemic, and it is great that we are now back on track in delivering all these events. The Board thank all those involved in organising them, and would encourage all members to make the most of these opportunities to meet and learn.

You can't have failed to notice that the ICCM Journal has had a major makeover and has a fresh new style. The Journal still contains interesting and informative articles, but it is now more accessible as it can be read in print, on a PC, on a tablet, or on a mobile phone. We've also made sure that it is produced in an environmentally friendly way; the paper is all recycled and recyclable, and vegetable inks are used for the print (which is why it smells so good when you open the printed version!). The Board thanks the Journal Editor and our marketing and PR support partners Flourishh for ensuring that the Journal looks good but retains its important role in providing good quality and informative articles.

The revamp of the Journal is just one initiative that the Board have agreed to improve member services. Flourishh are also working on a new website, which will make it much easier for members to engage with the ICCM. E-newsletters have also had a makeover, and we would encourage all members to sign up to receive communications electronically rather than by print wherever possible; not only does this keep costs down, meaning we can keep membership fees low, but it's also better for the environment.

Working with other organisations in the sector remains important to the ICCM; we have a stronger voice together rather than separately. The Board thanks those organisations that make up the Deceased Management Advisory Group (DMAG) for working with the ICCM in sponsoring the All Party Parliamentary Group and Funerals and Bereavement, and for being a voice at Government level.

The Board also thanks the Society of Local Council Clerks and APSE for their much valued ongoing training partnerships, and Stratford Business School for their continued support with the core function of training and education. Cooperation and collaboration is key to any organisation's success

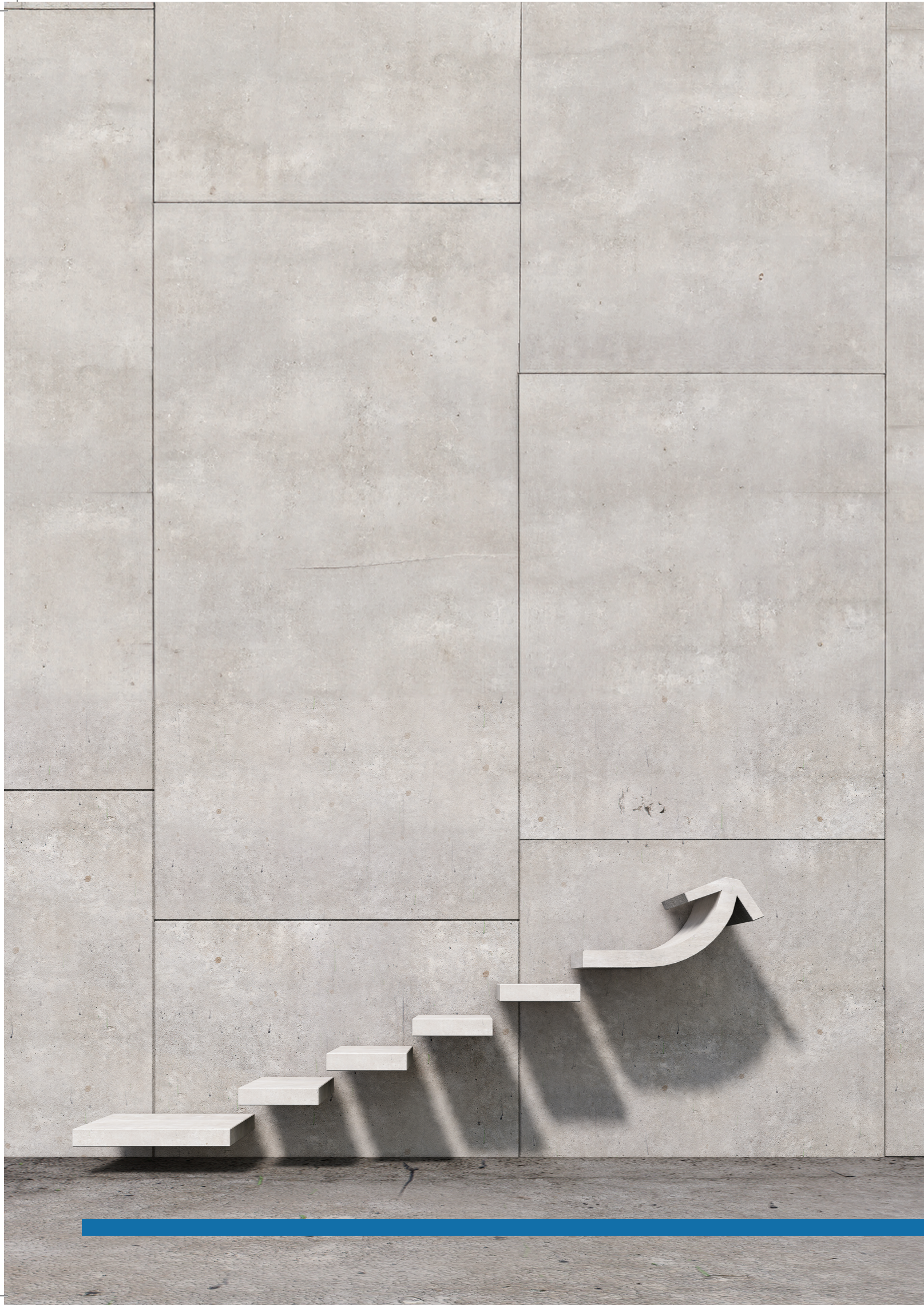


In summary, 2023/24 was another successful year for the Institute, and the Board are confident that this success will continue and expand in the coming year as new initiatives come to realisation. The ICCM is all about you, the members, so thank you once again for your continued support. Please keep letting us know how we're doing through providing feedback, completing member surveys, and joining in with physical events such as branch meetings, seminars and conferences. That way, we can continue to support you in providing excellent services to bereaved people.

## Board of Directors

August 2024





# 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

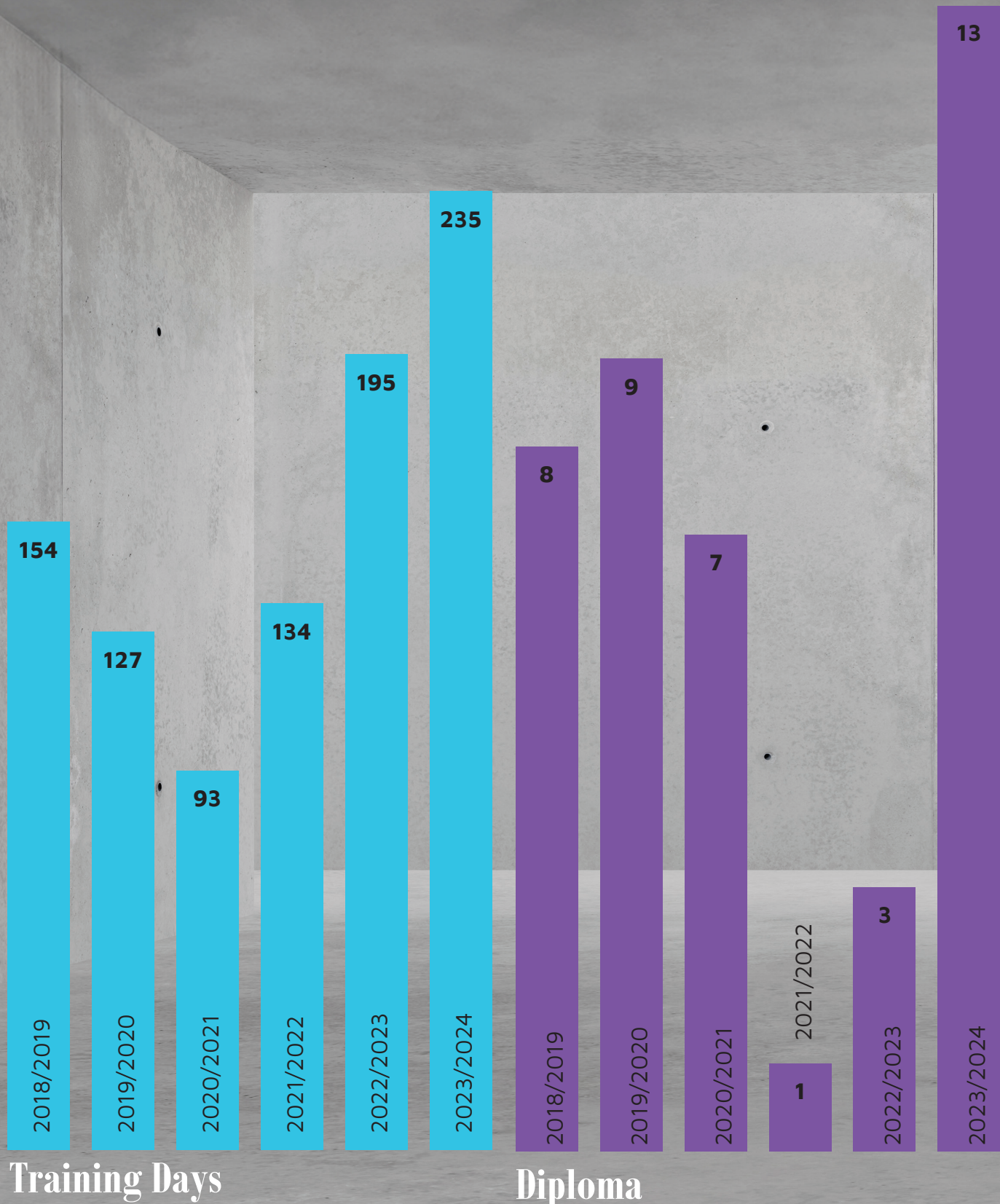
## Governance

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

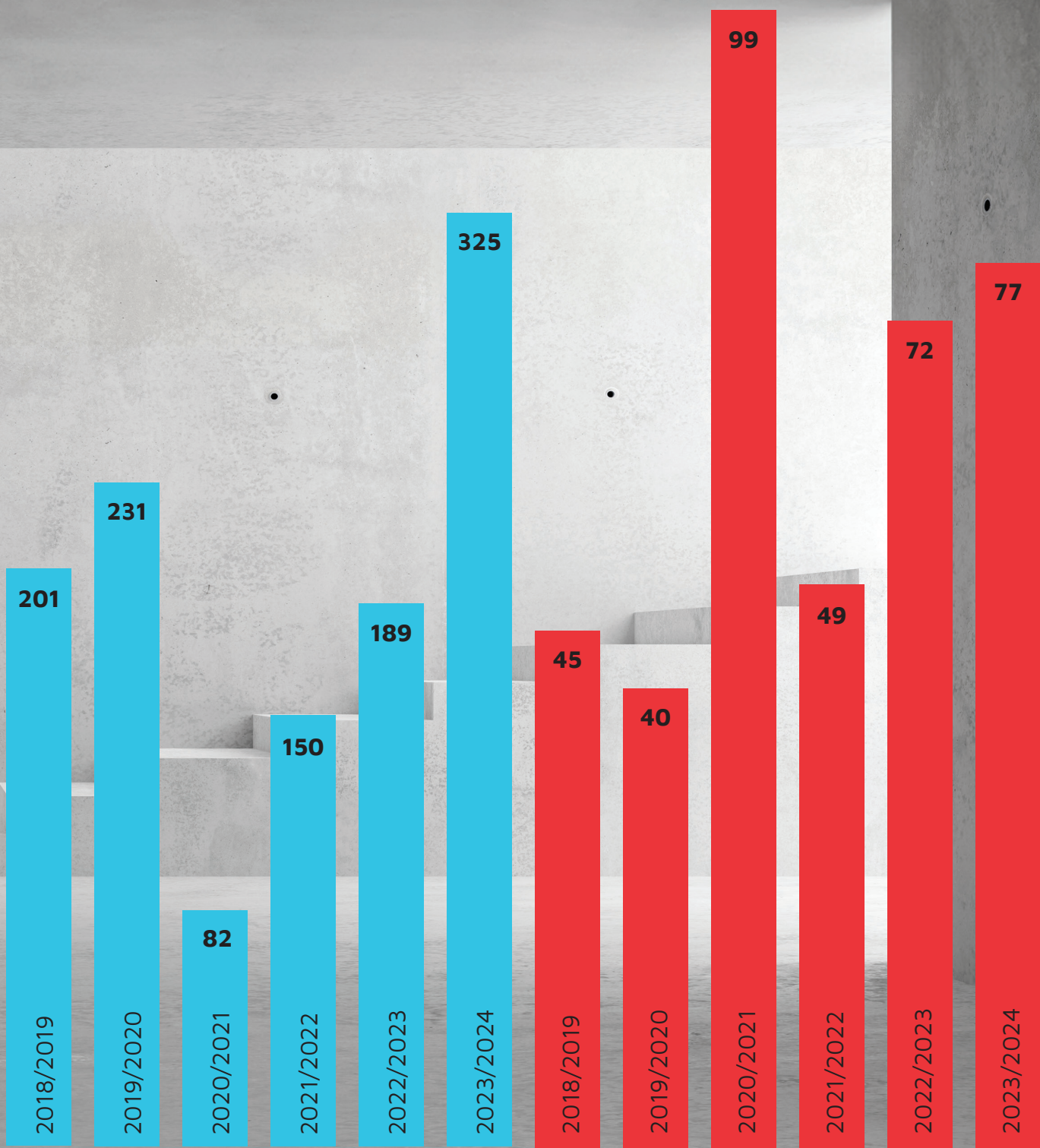
- Red = Not yet achieved
- Orange = Under way/ongoing
- Green = Achieved



# Training & Education







COTS

CTTs

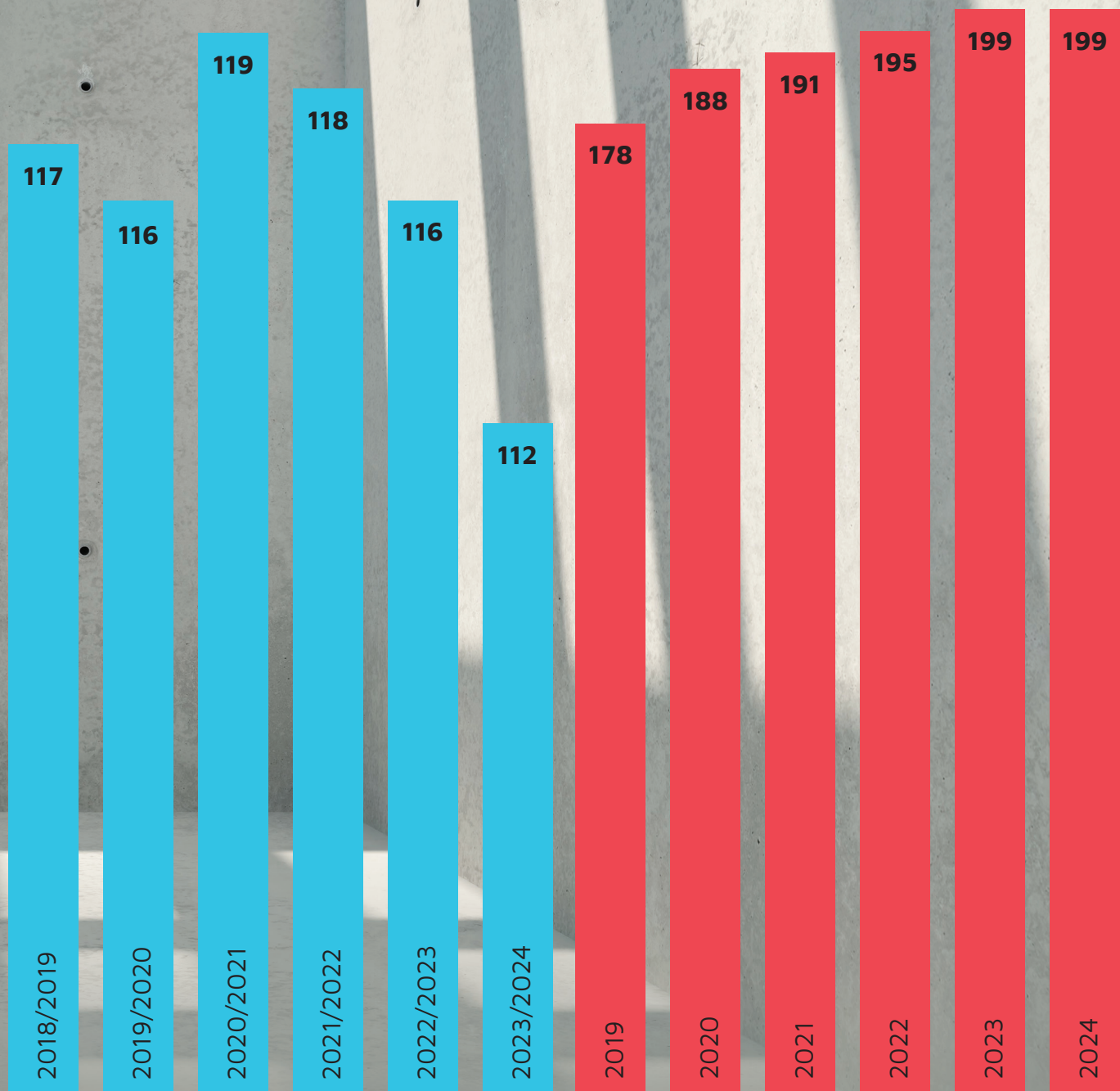
# Membership



Professional Membership

Corporate Membership

# Charter & Metals



Charter

Metals



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# ICCM DIRECTORS

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

Linda Barker

Martin Birch, **Chair**

Andy Bond, **Deputy president**

Jennifer Hamilton

Marian Millington, **President**

Mohamed Omer

Kevin Pilkington

Heather White, **Immediate past president**

## **The ICCM Officers are:**

Sofia Allana, **Technical Services & Journal Officer**

Martin Clark, **COTS Manager**

Julie Darroux, **Administration Officer**

Mathew Crawley, **Deputy Chief Executive**

Julie Dunk, **Chief Executive**

Trevor Robson, **Finance and IT Manager**

Charles V Ward, **Honorary Solicitor**



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