



Insight

MEET THE NEW
NATIONAL SAIF
PRESIDENT
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FULL MARKET
INVESTIGATION
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ON POINT

FULL COVERAGE OF THE SAIF AGM:
PROVIDING VITAL SUPPORT TO INDEPENDENTS



Awareness Week
13 to 19 May 2019
#AreWeReady?

Every year, Dying Matters Awareness Week asks a challenging question to help people face the practical and emotional realities of death and dying. The question this year is *Are We Ready?*

It's a big question. Being ready can mean being prepared emotionally. Taking practical steps. Or simply being ready to talk about it. Most importantly, being ready is about planning ahead.

That's why this is a great opportunity to talk to people in your area. As a trusted funeral director, you are in a unique position to help families in your community ensure they are prepared for death and dying, and find the answers they need. And we're on hand to support you.

New Dying Matters event toolkit now available

We've created a brand new toolkit that you can use to plan events at your premises, and invite people to talk to you throughout Awareness Week. The kit can be fully personalised for your business and your event, and includes:



- Posters • Invitations • Press advert templates • Social media posts

To register an event and order your toolkit, visit mygoldencharter.co.uk, or contact your Golden Charter Area or Regional Business Manager. **The first 50 businesses to register will also receive goody bags to give away.**



Let's get ready together
mygoldencharter.co.uk

Golden Charter
Smart Planning for Later Life



Insight

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Focus on what you do best.

While SAIF promotes and protects
your independent interests.

We know how much you value your independence.

The funeral industry may have changed but our passion for supporting our members has remained the same. We represent you on the issues that matter, from improving understanding of funeral pricing to influencing the legislation which affects your future. Let us take care of the big picture so you can focus locally on what you do best.

For over 20 years SAIF has been promoting and protecting the interests and values of independent funeral directors. Supporting our members is at the heart of everything we do, listening, responding and engaging to secure your independent future.

**Join SAIF now: visit saif.org.uk or
call us on 0345 230 6777 or 01279 726 777**





TERRY TENNENS

SAIF CHIEF EXECUTIVE

Watch this space!

On 28 March 2019, the Competition & Markets Authority (CMA) announced two months prior to its deadline that it will go to a full market investigation review (MIR). This was expected and welcomed as the research will be complemented by including a wide cross-section of funeral directors.

There will now follow an in-depth investigation by the CMA market panel, which will need to make recommendations by September 2020. There may then be a further six months for implementing the recommendations. Be sure to attend your nearest regional meeting for more information.

Also, should the CMA contact you, please make every effort to volunteer as much background information about your sales process and pricing policy. SAIF was dismayed only 18 Independents were interviewed in the interim report, and part of this was a lack of willingness by Independents to participate. Now is the time to participate.

SAIF AGM 2019

An excellent AGM and banquet weekend was held last month at the Five Lakes Hotel, Essex. We had the best turnout in recent years with over 160 members for the AGM.

We have welcomed our new National President Jim Auld who you can meet during the year at SAIF's regional meetings across the UK. Please see page 8 about his theme for the year. Next year's AGM is 13-15 March 2020 in Glasgow.

National Funeral Exhibition

The National Funeral Exhibition (NFE) will take place on 7 to 9 June at Stoneleigh.

SAIF will have its stand at NFE, so please join us for coffee and meet Executive Committee members to share your questions, as well as listen to their ambitions for the future of the independent funeral director.

SAIF Education Day

Please mark Wednesday 30 October 2019,

9.30am to 4.30pm, in your calendar for the SAIF Education Day at Leicester Tigers Rugby Club.

Funeral arrangers - asking incisive questions

Thousands of years after his death, ancient philosopher Socrates is still considered one of the wisest men to have ever lived. One of the reasons was his belief that the only thing he was certain of was that he knew nothing, and this was a driving force in his conversations and his openness to learn.

It is often said, the older one gets, the more you realise how little we know of the vast world of knowledge that exists. Perhaps that is why we are created with two ears and one mouth.

Funeral arrangers are instrumental in the client-funeral service relationship. The funeral arrangers are professionals who do CRM (client relationship management), which is vital for ensuring a good customer experience with your firm. It is no easy feat to achieve success among the swirl of emotions, thoughts and obligations that occurs with the next of kin family network of relationships. Of course, positive outcomes happen because of the professional care, empathy and clear pathway of advice and experience offered by your funeral arranger.

Asking good questions to the client remains pivotal in seeking to understand the known and unknown wishes of the deceased, as well as the conscious and unconscious expectations of the bereaved relations organising the funeral. Asking whether the family wish to be involved in the preparation of the deceased, what kind of service they seek, who will lead and be involved and what kind of coffin, transport and memorials are the basics to begin with. But, how can you read the nuances of what the client expresses and how can you excel in offering a service that surpasses expectations?

Added to this complexity is the vast majority of UK citizens still do not make their end of life and funeral wishes

known, which raises the burden of responsibility on the next of kin liaising with the funeral arranger.

SAIF to launch consumer advice website - FuneralAdvice.org

Providing clear information is one of the mantras of SAIF's Code of Practice and it is one of the searching questions that SAIF's Quality Assurance inspectors look for during an inspection, that there is readily accessible information to pricing and estimates.

The CMA's MIR is all about price transparency, as well as understanding what funeral services include.

The public lacks a central point of information for funerals. Competition and Markets Authority consumer research identified need:

Consumers may be more likely to be receptive to information well ahead of the point of need: for example, the range of different types of funeral available, the cost implications of different choices, the options available and the range of choice for each option.

SAIF wants to help people secure the funeral they want and be aware of their options. It will be accessible and impartial. It will cover the options from arranging a funeral to what to look for in choosing a funeral director; the day of the funeral; what to expect; the reception and thereafter; the ashes. It will also cover after the funeral, from settlement of the costs; charity donations; concerns or complaints and links to organisations offering support.

Please create a hyperlink to your website to this so that it can maximise its reach to consumers. ●

Best wishes,

terry@saif.org.uk

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SUZANNE GRAHAME
 GOLDEN CHARTER CHIEF EXECUTIVE OFFICER

With transparency comes opportunity and reward

Last month's announcement from the Competition and Markets Authority (CMA) that it will proceed with a full Market Investigation Report (MIR) on the funeral profession has been effectively trailed for some time. As you will likely know by now, the scope of the MIR covers the supply of services by funeral directors at the point of need in local areas. The level of extra scrutiny that this will bring to the funeral profession is yet to be fully understood, however we will start to find out very shortly. Within days of the announcement, we at Golden Charter have been approached as the CMA starts to collect data and officials will shortly publish a timetable but they have hinted that the full report and recommendations will be out within the year. We know Independents are already providing value, quality and service to families, so should not fear what is ahead, but rather embrace it as being good for the reputation of the profession and, most crucially, good for customers.

We will continue to support the independent sector, ensuring your concerns are heard, particularly in relation to funeral planning, and will do everything we can to keep you informed and help you to prepare for the ensuing changes required by emerging regulation and its requirements.

We know the CMA will demand improved price transparency and we fully support this positive direction. Customers want to have visibility of prices in order to know they are being

“BEING MORE OPEN ABOUT PRICES WILL HELP FAMILIES HAVE CONFIDENCE THAT THEY ARE MAKING THE RIGHT CHOICE FOR THE RIGHT REASONS”

Suzanne Grahame

charged fairly for products and services they buy, and we should all make every effort to make this simple for them. SAIF is encouraging all members to travel this path sooner rather than later.

To make online transparency possible for independent funeral directors, we will shortly introduce the ability for those businesses on localfuneral.co.uk to include details of your prices if you so wish. We would encourage you to do so. Our evidence clearly demonstrates online customers more often opt for a company which makes their pricing information easily available, and there is the added advantage that this also gives funeral directors who don't have an interactive website the ability to

meet the CMA's expected requirement at little cost.

Pricing is, of course, not a family's only consideration when choosing a funeral director. Location, quality, service, product choice, reputation and recommendation are all important; but being more open about prices will help families feel confident they are making the right choice for the right reasons, and, in turn, will build trust; encouraging them to recommend you to others and choose you when they next need the services of a funeral director.

You don't need to wait for regulators to enforce the findings of their reviews; why not start now? Ask your customers if there is anything you could have done to make their experience better. Listening to, and acting on, customer feedback is likely to give you a competitive advantage and attract customers who may just have chosen to go elsewhere.

It was a real pleasure to see so many of you at the recent SAIF AGM weekend; coming together to discuss current issues facing the profession, to reflect on the past year and to look ahead to the future.

Taking time away from the day-to-day is never easy, however meeting to exchange views, share ideas and work collectively, while even having some fun, is well worth the investment of our time. ●

suzanne.grahame@goldencharter.co.uk

SAIF AGM & BANQUET WEEKEND 2019

We must embrace change and new technology

New SAIF National President **Jim Auld** looks back at a successful 2019 AGM and Banquet Weekend and shares his future ambitions to support SAIF and its members

Having returned to my desk after our AGM at the Five Lakes in Essex, I have been thinking about connections made and friendships renewed. Life is all about connections and we all see this in our day to day lives, and as funeral directors we connect with families at times of loss and tragedy. These connections are so strong that families often feel we are very close to them by the care we show to them. Some would say we are only doing our job, others would say it is not a job, it is a vocation. I would say it is the latter.

I am enormously proud to be elected President of National SAIF - I have been a member since 1994. I have never been a member of another trade organisation and I uphold everything SAIF stands for. I look forward to being an ambassador representing our organisation during the coming year. The funeral profession is undergoing changes that most of us will never have seen in our working lives. We must be responsive to these challenges and willing to accept change. We must embrace new technology. Twenty-five years ago everything was done by telephone or fax. Bills were typed, estimates were handwritten. Now we see different ways of marketing and communicating with our clients, different types of funerals, but at the end of the day what remains at the core of our profession is the families who entrust their loved

ones into our care, for that is most important and will always remain at the forefront of what we do.

An exciting innovation that SAIF is involved with establishing is **Funeraladvice.org** - this is going to give impartial advice to the public looking for guidance at time of need, or perhaps leading up to a death when people are uncertain about what happens when someone dies, but are too scared to ask.

I hope that I will be able to strengthen relationships with SAIFCharter and maintain and build on existing links we have with associate members and kindred trade organisations.

During the year I will be fundraising for **Breast Cancer Care** and I hope that you will be as generous as possible to this truly worthwhile cause. Breast cancer is the most common cancer in the UK today. More than 62,000 people are diagnosed every year which includes 370 men. Sadly 11,500 people will die of breast cancer every year.

I will talk about Breast Cancer Care more in next month's issue of *SAIFInsight*.

My thanks must go to my predecessor Alun Tucker for all his wisdom and support, along with SAIF Chief Executive Terry Tennens, Claire Day and the staff at the SAIF national office for all they do, for us the members.

Turn to pages
22-27 for full
coverage of this
year's SAIF AGM
and Banquet
Weekend

The handover of power with
Alun Tucker and Jim Auld



Building development uncovers a Bronze Age skeleton

Builders in rural Northumberland made an interesting discovery in March when they unearthed a skeleton.

The remains, which are thought to be around 4,000 years old, were discovered in a Bronze Age stone burial chamber, according to the BBC.

Archaeologists are now working to determine the sex of the single skeleton and work out whether any other remains lie nearby.

Speaking to the BBC, local archaeologist Roger Miket said: "During the development at the Tankerville Hotel, builders were putting drains in when a digger hit the slab of a stone-made coffin, called a cist.

"In moving the slab back, one could see the hollow underneath in which a burial had been placed."

Mr Miket added that a "small, beautifully fashioned flint knife" was found by the legs of the skeleton and said: "It would have been a precious item at the time of the burial and was included in the grave for use in the afterlife."

Archeologists estimate the Tankerville cist dates from some time between 2,200BC and 1,750BC.

Education Day 2019

This year's SAIF Education Day will take place on Wednesday 30 October.

The annual event brings together funeral professionals and specialists, allowing SAIF members to keep up to date with issues and gain ideas for best practice for their own funeral business.

Look out for more details on the SAIF website saif.org.uk and in future issues of *SAIF Insight*.

Ian Johnston and Alex Little



Fife undertakers scoop key business awards

Two independent funeral directors in Fife were recognised for the high quality of their customer service in the recent Retail Business Awards: Alex Little Funeral Directors based in Methil was awarded Fife's Best Professional Service Provider 2019, while Ian Johnston Funeral Directors were voted best business in Kirkcaldy.

The awards are part of Scotland's Business Awards, and businesses are nominated online by customers for a range of different award categories. The winners were announced at a glittering awards ceremony held at Keavil House Hotel, Dunfermline.

Commenting on the award, Alex Little said: "We are

delighted with this accolade and will strive to continue to provide the best professional service to families in their time of need and at pre-need. We have worked very hard over the last two years and it has been heartwarming to see the business grow from strength to strength.

"We are committed to proving the same level of care and support to families making pre-need funeral arrangements as well as our at need families and are delighted to be affiliated with Golden Charter Funeral

Plans, as we have seen a growth in our pre-paid funeral plan sales."

Ian Johnston, who also set up his business two years ago in partnership with Ally Caldicott, said his staff "were over the moon" to win the award. He told the local newspaper, *Fife Today*: "We had been nominated in the Best Service Provider category, which we didn't get, but then we were announced as the

Best Kirkcaldy Business, which took in a whole range of businesses from all over the town.

"We were absolutely over the moon and completely overwhelmed when we realised we had won. It was quite a shock because we were up against

some very good businesses."

He said the first he and his employees knew about the competition was when they were visited by a 'secret shopper' who spent 45 minutes chatting to him about the business. He then received a letter informing him that the business was in the final of the competition.

He added: "I just want to say that it is an honour and a privilege to serve the families of Kirkcaldy and the surrounding areas in their time of grief. I want to thank everyone for their support of our business"

“WE WERE ABSOLUTELY OVER THE MOON AND COMPLETELY OVERWHELMED WHEN WE REALISED WE HAD WON”

Ian Johnston

ROUND UP

Prodigy procession takes fans to the streets

Celebrity funerals in the UK are usually quiet, private affairs, but British rave band The Prodigy had other ideas when they buried their frontman Keith Flint at the end of March.

As reported in the national press, when Keith passed away, the outpouring of support from fans lit social media up, so the band decided to ask fans to line the route of the funeral procession. While the service itself was just for family and close friends, speakers were outside St Mary's church in Bocking and fans held an impromptu rave.

'Are We Ready?'

Dying Matters Awareness Week 2019 runs from 13 to 19 May and this year's theme is 'Are We Ready?' The event helps people face the practical and emotional realities of death and dying.

This year Golden Charter is supporting the awareness drive and independent funeral directors by offering support with events.

The plan provider has created a new Dying Matters event toolkit to help Independents plan events throughout Awareness Week.

The kit, which can be fully personalised for each business and event, includes posters, invitations and social media posts.

To find out more, visit mygoldencharter.co.uk or contact your Golden Charter Area or Regional Business Manager.

CASE STUDY

New Funeral Notice feature for localfuneral.co.uk

Online enquiry platform localfuneral.co.uk has launched a new feature giving funeral directors the ability to create and share funeral notices.

Available free of charge to all Independents listed on the site, which is backed by Golden Charter, the easy to use tool can be used to design a personalised notice detailing funeral arrangements, family wishes and an image of a loved one. The page can then be shared via Facebook, email or simply by passing on the link.

An optional 'Memories' feature also gives friends and family the opportunity

to share fond memories of the individual who has passed away on the notice page.

Commenting on the launch, Malcolm Flanders, Golden Charter's Director of Funeral Director Business, said: "This fantastic new feature is perfect for those Independents who want to offer families a modern and completely free alternative to a printed funeral notice in a newspaper.

"Today, smartphones are seldom far from the reach of most people, so what better way to spread the word about funeral arrangements than by creating a tasteful and personal notice that can be shared instantly

via social media, email or by sending on the link in a message to friends and family.

"In addition to putting local families in touch with their independent funeral director at their time of need, the new Funeral Notice feature adds another excellent benefit to the site."

The localfuneral.co.uk team has confirmed that additional functionality in the form of an optional 'Donate' button, which links the notice to a fundraising page where desired, will be added soon. Additionally, the ability to add a Funeral Notice 'widget' to the funeral director's own website is in development.

▼
To find out more about localfuneral.co.uk please contact your Golden Charter business manager or email support@localfuneral.co.uk

SPECIAL OFFER NOW ON FOR HELPFUL GRIEF GUIDES

Over the years, Dr Bill Webster has offered advice and support to countless people coping with grief. He has devoted much of his time to writing articles and books on the subject, and his resources are still proving popular.

Linda Jones, Executive Director of Resources at Grief Journey, said: "I feel privileged to be a part Grief Journey UK, promoting and selling the many resources and books that Dr Bill has put together with such thought and encouragement.

"Thousands of his books have been sold to funeral directors, churches, bereavement groups, hospices, hospitals, the public, through his website and so on.

"Over the years, these resources have remained

a static price, but we must now face reality in that prices must increase with inflation. Please therefore be advised that, with effect from 1 May 2019, all Grief Journey books will increase in price.

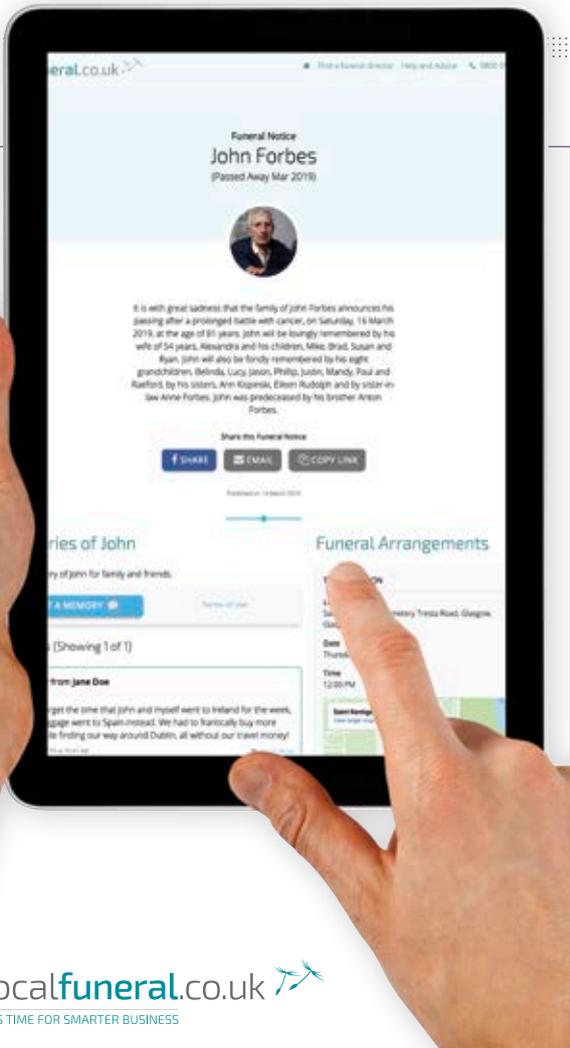
"However, if you need to replenish your stock, please contact me without delay to place your order before 1 May and therefore retain the current price.

"100 or more copies

of Now What can be purchased for only £1.99 per book plus postage and packaging on all orders before 1 May."

▼
Please contact Linda Jones, Executive Director of Resources of Grief Journey, by email linda@griefjourney.com or call **0333 8000 630** or **07779 108 760**. Further details at www.griefjourney.co.uk





localfuneral.co.uk 
IT'S TIME FOR SMARTER BUSINESS

Countdown to Tradex 2019

The National Association of Memorial Masons (NAMM) is hosting Tradex 2019, a trade show for all things linked to the stonemasonry trade, on Thursday 20 and Friday 21 June 2019 at Warwickshire Events Centre.

The event is for all masons and wholesalers, member and non-member masons.

The 2017 event proved very popular, with more than 500 visitors attending and 200 companies showcasing their wares. Craftex also took place in 2017, as part of the Tradex exhibition. The competition gives masons a chance to exhibit and compete with

some of their prestigious pieces of work.

Craftex 2019 is open to members, and for the first time, there will be a non-member category. Due to the success of this event, it will again take place alongside



Tradex 2019. The

entry criteria is currently being confirmed and entries will open as soon as this is done. More information will be provided online as the date gets closer.

▼ For more information, visit www.namm.org.uk/tradex-2019 or contact NAMM on 01788 542 264 or by emailing events@namm.org.uk

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Polstead Press is offering all funeral directors the opportunity to trial order of service cards for free.

Tracy Goymer, Commercial Director, explained: "We are extremely proud of our quality and service within the funeral profession and would like to warmly invite all new customers to trial us for free.

"With more than 10 years' experience within this profession, we have built up a wonderful relationship with some of our local funeral directors and each order card is given the utmost care and attention, with dignity and respect.

"Our current offer enables you to send us an order of service to be designed, including



images if required. We will then lay this out for you, and on your final approval, the desired quantity will be printed and delivered directly to your premises."

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The 3 Cs of price transparency



councillor, clergy or charity leader, to comment on your descriptions of price, the layout of information and that it makes sense.

1. Be clear:

Are your price lists available to enquirers in your reception? If not, why not? It is a breach of the Code of Practice, a detriment to consumer protection and could lead to reputational harm to your firm. Make sure your price lists are printed and available for enquirers to take away.

Ensure all your staff are trained to be transparent in sharing your firm's prices. SAIF recommends members put their standard and simple funeral prices online.

2. Be concise:

Most clients when seeking pricing information do so as a 'distress purchase'. The language describing funeral services is a foreign experience for many. The Scottish Government is encouraging all funeral directors to use a common glossary of terms in describing funeral costs to clients. Keep it simple, but explanatory.

3. Be consistent:

Ensure that you follow through with client estimates and pricing in a timely manner and any changes to the service are updated in a renewed estimate issued to the client with the additional or changed services and ancillary costs.

✓ For more information and if you have any questions, please ask the SAIF Business Centre or your nearest Executive Committee member for clarification.

The SAIF Business Centre is keen to remind all members of its code of practice relating to price transparency.

Number five in SAIF's code of practice relates to prices and price lists. It states:

5.1. Prices must be fair and reasonable in relation to the particular goods or services supplied, thereby ensuring clients receive fair value at all times. Price lists, detailing all the services offered must be prominently displayed, so they can easily be seen by all visitors to the premises.

5.2. Such price lists must also be available for clients to take away with them or to be presented and left with them when a home visit is made.

SAIF state that it is good practice to review your firm's policies and procedures annually and it is very important that as a member of SAIF your firm is vigilant in ensuring staff give out price lists and prepare estimates to enquirers in a timely fashion.

An effective review of how good your pricing communication information is could be to ask a respected community servant, local

2019 IFD COLLEGE SCHEDULE FOR APRIL TO JUNE

Date	Time	Course	Course Name	Location
16 & 17 April	10.00 - 16.00	AD1-6	Funeral Administrator*	Sawbridgeworth
16 April	09.30 - 12.30	G1-2	Foundation - Funeral Practitioner	Swansea
16 April	13.00 - 16.00	HS1-2	Health & Safety for Funeral Staff	Swansea
16 May + tba	10.00 - 16.00	AD1-6	Funeral Administrator*	Glasgow
06 June	10.00 - 16.00	OP1-4	Funeral Operative*	Glasgow
18 June	09.30 - 12.30	G1-2	Foundation - Funeral Practitioner	Taunton, Somerset
18 June	13.00 - 16.00	HS1-2	Health & Safety for Funeral Staff	Taunton, Somerset



*Student must have attended and be progressing with Foundation - Funeral Practitioner before attending either the Funeral Operative or Funeral Administrator course

CMA moves to full Market Investigation Review

A SPECIAL NEWS REPORT BY JIM AULD, NEW NATIONAL PRESIDENT, SAIF

“On 28 March, two months before the Competition and Market Authority’s (CMA) deadline for reporting, it was announced they will investigate funeral director pricing and crematoria pricing, as a consequence of 6% inflationary increases by some funeral directors and crematoria in the past 14 years.

“SAIF’s Government Regulatory Taskgroup will be meeting with the CMA in April to discuss the proposed Market Investigation Review (MIR) and how we can assist their investigation with providing as much detail from the independent sector which has, in the main, represented inflation-based increases of 3% or less over the last decade.

“We hope the administrative draft plan of action by the CMA market reference group chaired by Martin Coleman, Richard Feasey, Sheila McClelland and Karthik Subramanya

will include funeral director visits for them to fully appreciate the cost of the quality of services that SAIF members offer the deceased and bereaved.

“In April, SAIF will be receiving an ‘issues statement’ from the CMA with the proposed lines of investigation, theories of harm and potential remedies to any adverse effect on competition for SAIF to respond to.

“We have offered the CMA our support in accessing information from the independent sector, and strongly encourage you if contacted by the CMA to collaborate in providing as much detail as possible.

“This could include pricing strategy and transparency practices to the consumer, including range of services; pricing structure for services and how investment into premises, facilities, staff training, vehicles and aftercare benefits the clients and provides a quality service for the deceased and next of kin.”



Jim Auld

28 March 2019	Reference made by CMA Publication of issues statement, initial information requests
April to July 2019	Initial submissions from main and third parties; site visits Hearings
August to December 2019	Publication/disclosure of relevant working papers
January 2020	Deadline for all parties’ responses/submissions required before the Provisional Decision report
February/March 2020	Provisional Decision report
March/April 2020	Provisional Decision response hearings
July 2020	Final deadline for all parties’ responses before final report
27 September 2020	Statutory deadline



2019 DATES FOR YOUR DIARY

Plan out your year with these meetings and events

North East Regional Meeting

30 April 2019
19.30
Washington

SAIF Executive Meeting

8 May 2019
10.00
Stansted Airport

Wales Regional Meeting

22 May 2019
19.00
Pencoed (S. Wales)

North West Regional Meeting

25 June 2019
19.00
Haydock

Executive Meeting

10 July 2019
10.00
Stansted Airport

Yorkshire Regional Meeting

1 May 2019
19.00
Doncaster

Devon Regional Meeting

21 May 2019
19.00
Tiverton

NFE Weekend

7 June 2019
19.00
Warwickshire

East Anglia Regional Meeting

9 July 2019
19.00
Newmarket

Essex Regional Meeting

17 September 2019
19.00
Chelmsford

Michael Nodes

It is with great sadness that James Funeral Service has been asked by Ann Nodes to announce the death of her husband Michael Nodes on 8 March 2019, aged 90 years.

For many years, Mr Nodes was Chairman of the General Cemetery Company at Kensal Green, as well as a Past President and Past Treasurer of the London Association of Funeral Directors and member of the National Society of Allied and Independent Funeral Directors.

His funeral was held in the newly refurbished East Chapel at West London Crematorium on Friday 5 April 2019 at 2.15pm. His ashes will later be interred in the family grave at All Souls Cemetery, Kensal Green.

✓ For all enquiries contact James Funeral Service, Harrow, on 020 8907 6655.



Comedy fan has humorous send-off

'Stan and Ollie' give unforgettable procession for Laurel and Hardy-mad Colin Camp

Forest Park Crematorium in Hainault recently hosted the funeral of the late Colin Camp. Colin's partner Brenda wanted the service to reflect his love of Laurel and Hardy. Life-size cut-outs of the comedy legends flanked his casket.

T Cribb & Sons Funeral Directors went a step further by utilising the differing stature of their staff to enable Messrs Amos and Kennedy to provide an unforgettable sight; Stan and Ollie escorting Colin on his last journey. The two good sports Jason (Stan) and

Richard (Ollie) struck the perfect balance between traditional respect and gentle humour to provide an unforgettable procession. The service was conducted by the Rev Dr Derek Talbot.

ABOVE: Jason and Richard pose as the comedy duo.



30
OCT

Executive Meeting
18 September 2019
10.30
Stansted Airport

**Kent/Sussex
Regional Meeting**
2 October 2019
19.00
Tunbridge Wells

Education Day
30 October 2019
09.30
Leicester

Executive Meeting
27 November 2019
10.00
TBC

**Wales Christmas
Dinner**
22 November 2019
19.00
Swansea

SAIF
INDEPENDENT
FUNERAL
DIRECTORS

For more information on any of these dates and events, visit saif.org.uk

John Byrne is swapping his 'Kiss me Quick' hat for a French beret when he takes on the 500-mile Blackpool Tower to Eiffel Tower bicycle challenge in September to raise £2,000 for local charity Blackpool Carers.

It's all part of John's and his sister Angela's year-long programme of charity events to celebrate J T Byrne Funeral Director's 30 years in business.

John, 37, said: "The company was established in 1989 in Thornton-Cleveleys by my father John and mother Christine who, after many years of working within large multinational funeral providers, felt they could offer a more compassionate and professional service if they started an independent firm. I joined the family firm in 1999, and my sister joined in 2010.

"After 30 years of supporting the local people of Thornton-Cleveleys, Fleetwood and the Fylde Coast, Angela and I wanted to show our support for the community we work in by organising a number of charity events during the year."

Angela has planned to run 30 coffee mornings with local community and church groups to bring people together, while John is entering a number of

If you would like to support John on his cycle challenge visit, www.justgiving.com/fundraising/john-byrne-tower2tower



John Byrne

FACTS

BLACKPOOL TOWER, ENGLAND

- Opened in 1894
- The height to the top of the flagpole is 518 feet 9 inches
- The tower contains 2,493 tons of steel and 93 tons of cast iron
- Originally 10,000 light bulbs were used to illuminate the tower, but these have been replaced by 25,000 eco-friendly LED lights
- It takes a full seven years to paint the structure from top to bottom

ON HIS BIKE FOR CHARITY

WORDS: TIM POWER

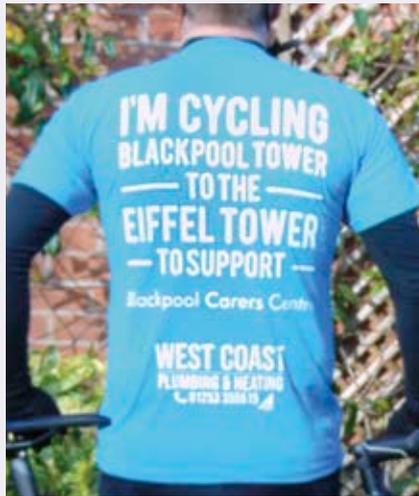
different charity events, like sleeping rough in Blackpool to raise money for the local homeless charity and taking part in fun runs to help the local hospice. However, the biggest challenge for John is the Tower to Tower bike ride as he's new to cycling.

He explained: "Although I have not done much cycling before, I bought myself a new bike and all the gear and I'm really loving it... and I'm even getting used to the thin saddle! It's wonderful to get out into the countryside before or after work, to get some fresh air and to be on my own with my thoughts.

"I'm slowly building up my stamina to do 20-50 miles at a time and have given myself six months to get cycle fit to take on the five-day, 500-mile challenge from Blackpool to Paris.

Joining John on the challenge will be 30 other local residents also raising funds for Blackpool Carers.

He added: "I thought the Blackpool Carers was a great local charity as it supports young people who are caring for parents or relatives. Its centre gives them a special place where they can come together for advice, meet other young people like themselves to talk about issues but also have a bit of fun. When I dropped by the centre recently there was a group of kids



enjoying themselves making flapjacks.

"It's wonderful that they look after their loved ones, but that often means they have to put their own lives on hold or give up some or all of their precious 'me time' to support someone else.

"The centre gives recognition to the valuable role young carers play in our community and offers them companionship, support, wellbeing, a listening ear, practical help and even hope; it's a place where young people can be themselves with other kids." ●

FACTS

EIFFEL TOWER, PARIS

- Opened in 1889
- 324 metres tall, including antennas, (1,063ft) and weighs 10,100 tons
- There are 1,665 steps to the top
- The tower is repainted every seven years and requires 60 tons of paint
- Almost seven million people a year visit the tower so it is the most visited paid-for monument in the world
- Sir John Bickerstaffe, Mayor of Blackpool, was so impressed when he visited it as part of the 1889 World's Fair that he commissioned a similar tower to be built on the English seafront
- The tower sways around six to seven centimetres (2-3 inches) in the wind
- Since its opening more than 250 million people have visited the Eiffel Tower

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NEW SCOTTISH 'A FORMS'

Changes to cremation forms in Scotland come into effect this month. Here **Jim Brodie**, of the SAIF Scottish Government Liaison Office, outlines the new legislation and responsibilities

The new A Forms from the Cremation Act Scotland 2019 introduce a much more modern approach to cremation legislation, clarifying and enhancing the responsibilities and role of both applicants and the Cremation Authority.

Importantly, all statutory forms can be delivered electronically. Therefore, an applicant can download, complete, sign and copy forms from their mobile phone then email them directly to the crematorium.

The onus is on the applicant to give full and accurate information and it is the sole responsibility of the Cremation Authority to accept and allow the cremation or reject this information and refuse cremation. They are not duty bound to give a reason.

In time, it will become good practice to complete forms online, either in the office or within the family home. At present, we are waiting to see if Cremation Authority portals will be developed.

With the form A1 – cremation for an adult or child – we will assist clients by asking all the usual identification questions with the addition of email address and mobile phone number as enhanced security for identification.

There will be no medical questions apart from the repetition of the form 14 hazards questions. This is a necessary double check for health and safety, which also removes the funeral director from liability if there were to be any unfortunate events with unknown pacemakers, etc.

Procurator Fiscal involvement – or investigation questions to the extent of being aware of the E1 form being issued – will also tidy up some grey areas.

The main area of consternation for some will be the question surrounding the combined weight of body and coffin. The Inspector of Cremation, Robert Swanson, has made it clear that he is looking for a common sense approach to this. While the language could be interpreted as insensitive it will be an important factor going forward as the Cremation Authority and funeral directors have a duty of care to take reasonable precautions to protect the health and wellbeing of not only staff but ourselves. The exact weight of the coffin has not been

requested but as accurate an indication as possible is necessary.

There have been two catastrophic events due to cases of obese individuals causing overheating of the combustion chamber, as well as too many occasions where the crematorium wasn't made aware of coffin dimensions resulting in it not fitting from chapel to combustion area, leaving the family to see the coffin being wheeled back out the back door.

There are reasonably priced weighing machines available, but if this isn't possible the Cremation Authority is looking for the coffin dimensions and an estimation of the weight.

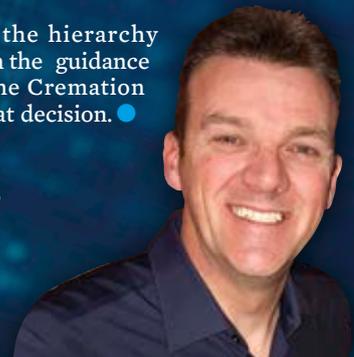
The removal of a witness is another major step forward. This is an area which England and Wales removed circa 2009. This again places all the legal onus on the applicant to supply accurate information and removes the liability from the funeral director. For your added protection it is good practice to make a copy of all forms the applicant sends and email a copy to them mitigating any future misinterpretations.

The final advance is the legal ability to return uncollected ashes to the Cremation Authority. This is not for cremations pre 4 April 2019 but, going forward, any ashes uncollected after a minimum of four weeks – and without any instructional contact from the applicant – can be returned to the crematorium. We would remind all that this is a minimum period and therefore recommend waiting a longer period before return.

The Scottish Government did not take any action to clarify the ultimate right of legal possession of ashes. While it is understood that the applicant has the right to decide upon uplift from, and/or disposal within the crematorium, the legal entitlement to possession of uplifted ashes has to be left to the courts.

The criterion for the hierarchy of applicant is listed in the guidance but neither we nor the Cremation Authority can make that decision. ●

JIM BRODIE,
SAIF SCOTLAND GOVERNMENT
LIAISON OFFICER



Save the date

SAIFCharter AGM and Funeral Planner of the Year Awards 2019



Saturday 21 September 2019

at the newly refurbished
Royal Lancaster London
Lancaster Terrace, London W2 2TY

More details will follow in May's issue of *SAIFInsight*

Golden Charter 
Smart Planning for Later Life



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SAIF AGM

“

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”

SAIF Annual General Meeting & Banquet
Weekend 29 to 31 March 2019

FULL COVERAGE OF THE WEEKEND





SAIF ANNUAL GENERAL MEETING

WORDS: CLAIRE DAY, SAIF



Clarke and
Carrie Carlisle



SAIF National
President
Alun Tucker



Banquet entertainment



The SAIF 2019 Annual General Meeting (AGM) and Banquet Weekend at the Five Lakes Hotel, Colchester, started with the Friday Associates and Past Presidents and Officers Lunch, where some 75 guests were welcomed by President Alun Tucker and his partner Cathy Scott.

The afternoon speakers were former footballer Clarke Carlisle along with his wife, Carrie, who spoke about his illness and her experiences. It was very emotional and inspirational. More information about Clarke, dual diagnosis and his Foundation for Dual Diagnosis can be found at www.ccdd.org.uk

This was followed by a presentation from Angela Kidd, who introduced herself as the new DWP Social Fund Policy Lead and provided further insight into funeral expense payments.

Friday evening was 'dinner at your own leisure' where those who were staying could catch up

“ALUN TUCKER GAVE AN OVERVIEW OF HIS CHOSEN CHARITY GREAT ORMOND STREET HOSPITAL, WITH APPROXIMATELY £135,000 RAISED SO FAR”

with colleagues, friends or utilise the facilities of Five Lakes. There was also a drinks reception for the SAIF Executive Committee and SAIFCharter Executive Committee.

Annual General Meeting

Saturday was the working side of the weekend, with more than 150 members attending the AGM.

It began with an introduction from the Chief Executive Terry Tennens, with National President Alun Tucker welcoming the guests. Incoming President Jim

Auld then offered a minute's silence in memory of all those who had passed during the year.

Alun Tucker gave an overview of his chosen charity Great Ormond Street Hospital (GOSH), with approximately £135,000 raised so far for Team Eva, and thanked SAIF members for their contribution. There was also the mention of the new Scottish Cremation Form Regulations.

Terry Tennens provided further information regarding the Competition and Markets Authority (CMA) statement that





Guests were treated to a night of special entertainment



Guests were treated to a fantastic show

SAIF AGM 2019 IT'S SHOWTIME!

Saturday evening was arranged by Alun Tucker and Cathy and was kept a 'secret' until the actual night. The theme was 'Showtime' and began with songs from *Les Miserables* (in a flash mob style) from 42 members of the Performers College in

Corringham. Following this was, in Alun's words, 'a party' not a banquet, which depicted *The Greatest Showman* and started off with songs from the film followed by a selection of performers from juggling to magic. After the dinner was a four-piece band and the night was danced away. Finally, guests enjoyed the customary bacon and egg rolls for 'supper time'.



Alun Tucker and his partner Cathy Scott with Jim Auld and partner Daryl Youden

was emailed to members on 28 March. He also made a statement about the 'freedom charter' emails that had recently been circulated regarding the SAIFCharter constitution review, and expressly made it clear that the SAIF Executive Committee disassociated itself from these emails, which were not authorised by the SAIF Business Centre, neither was the use of the logo and accompanying documents.

The accounts for the year end 31 December 2018 were also proposed and seconded and formally adopted.

As most of the reports were included in the AGM booklet that was sent out to members with the notice and election form, there were no additional presentations for the following:

- Quality Assurance
- IFD College
- Standards
- SAIFSupport/SAIF Care
- SAIFInsure
- Membership

Mark Binnersley introduced the new SAIF microsite **Funeraladvice.org** which is designed as a portal for the public and provides key information and signposting on the different areas of arranging a funeral for the consumer.

Paul Allcock provided some additional information to his Government report reminding members that from 1 April,



SAIF NextGen meeting

SAIF AGM 2019 SAIF NEXTGEN

The SAIF NextGen meeting provided a brief introduction from Ross Hickton,

Daniel Ginder and Sarah Brodie, with pre-planned questions covering areas such as:

- How the business was handed over?
- Challenges faced from other family

members and staff

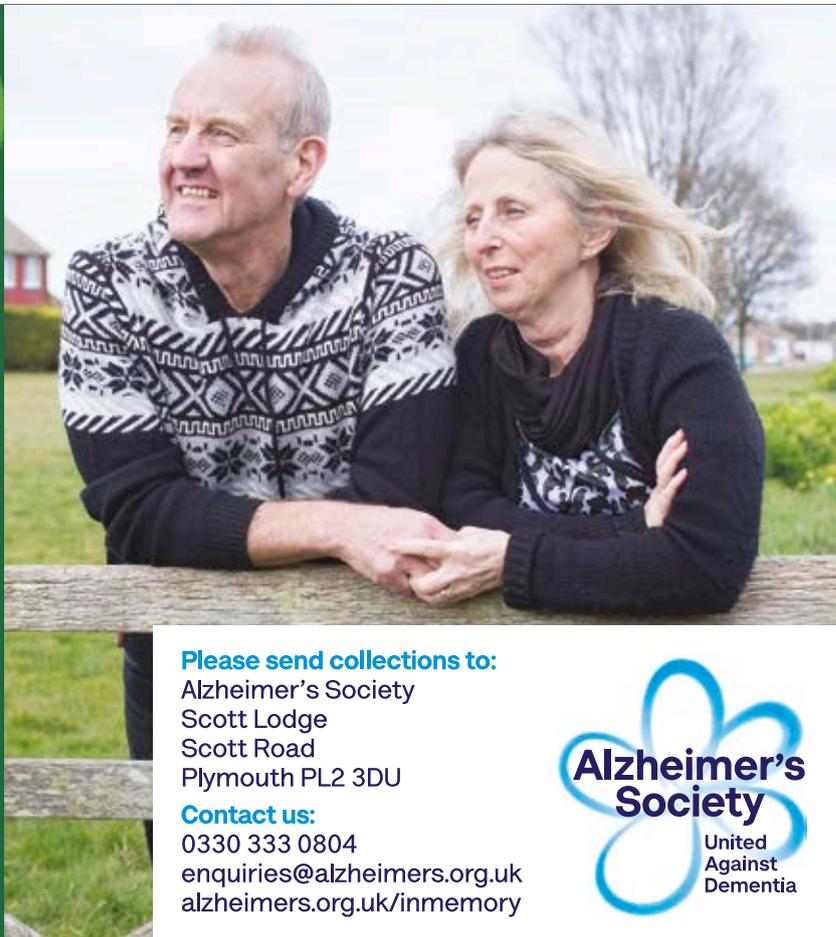
- How the change in management affected the business both positively and negatively
- How we have moved the business forward

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alzheimers.org.uk/inmemory





there will be new medical examiners, but this was being launched in hospitals in England and Wales on a sporadic basis, with some hospitals not deploying medical examiners until a later phase, therefore members need to be aware of what protocols are applied in their region.

There was a brief video from Ross Hickton regarding NextGen, with the meeting of the NextGen group scheduled for the afternoon.

Mark Woollard and Richard Edwards both stood down from their roles as SAIF National Executive Committee Members, with Jo Parker becoming the 2nd Vice President. Elected to the National Executive Committee was David Gresty, Liam Roberts and Paul Sillett, which was verified by the SAIF Treasurer, John Helps.

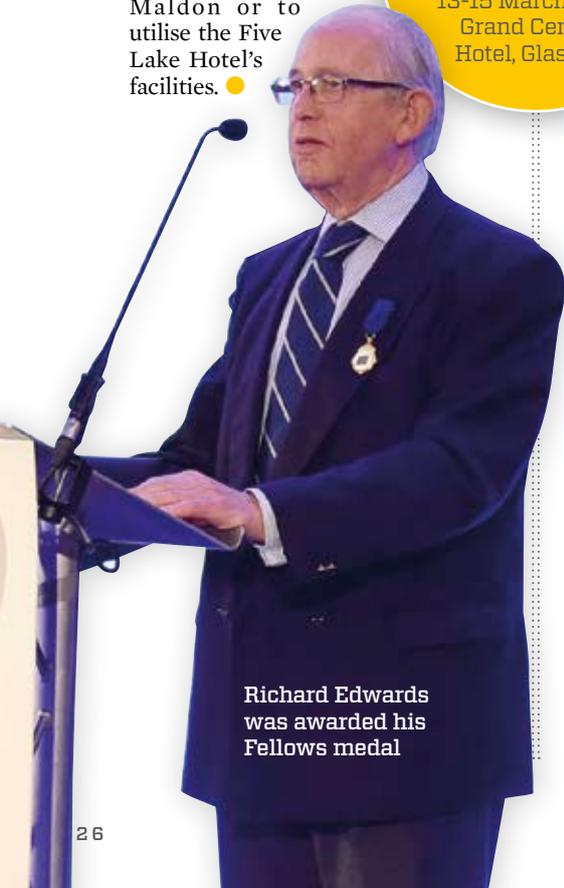
Jim Auld, Incoming President, gave his welcoming speech advising that his chosen charity during his year in office will be Breast Cancer Care UK.

The meeting came to an end with all the Fellows accompanying Jeremy West on the stage while he presented Richard Edwards with a Fellows medal for his 25 years' dedication to the independent funeral profession.

The meeting formally closed at 10.35am and following the AGM there was the SAIF Charter Forum and its EGM.

The afternoon was then kept free to those wishing to explore the surrounding areas of Colchester and Maldon or to utilise the Five Lake Hotel's facilities. ●

SAVE THE DATE FOR 2020
SAIF AGM & Banquet Weekend
 will take place 13-15 March at the Grand Central Hotel, Glasgow



Richard Edwards was awarded his Fellows medal



Alun Tucker and Jim Auld

SAIF AGM 2019 INSTALLATION OF OFFICERS

Sunday morning saw the installation of officers with master of ceremonies Mark Woollard who, together with a slide show, his wit and amusing one-liners, had the audience in streams of laughter from start to finish.

The formalities of the morning commenced with Alun Tucker thanking the officers and executives and the staff at SAIF Business Centre for their guidance and help during his year in office.

Gratitude was expressed to the officers present from

kindred associations for their presence.

Thanks also went to the stewards, Brian Stock and Mark Woollard, for their help over the weekend and grateful thanks were extended to everyone for the donations and support towards Great Ormond Street Hospital.

The Presidential chain was then presented to Jim Auld, who gave a short speech before officially bestowing Mark Porteous as 1st Vice President, who then in turn passed the 2nd Vice President chain to Jo Parker.

Following Jim Auld's speech advising that his Banquet Weekend will be at the Grand Central Hotel, Glasgow, next year during the weekend of 13-15 March and that his chosen charity is Breast Cancer Care UK, the formalities of the morning were closed.





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BURIAL FEES BIGGEST INCREASE FOR COUNCILS

Scottish councils are under pressure to “think differently about how they deliver and fund services”, after a Scotland-wide audit of local government services found a significant gap between the rising demand for services and the diminishing resources to fund them.

The Local Government Overview 2019 report by the Accounts Commission, the local authority watchdog, notes that councils had increased 11 types of charges above the rate of inflation between 2016/17 and 2018/19, including to commercial waste disposal, gardening services, and public

toilets. However, auditors found that burial plot charges have increased more than any other council service charge – rising by a Scottish-wide average of 20% in just two years.

While the Scottish Government defended its local authority funding package as ‘fair’, noting “a real terms increase in both revenue and capital funding”, opposition parties have reacted with



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SAIF and Golden Charter welcome CMA proposals to extend the scope of the funeral market investigation

Both SAIF and Golden Charter have welcomed proposals by the Competition and Markets Authority (CMA) to extend the scope of its proposed market investigation to include the delivery of funeral plans from the point of redemption.

Rising costs

In June 2018, due to concerns over rising costs, the CMA and HM Treasury launched separate but parallel probes into the funeral market, investigating funeral services purchased at the time of need and the regulation of the pre-paid funerals sector, respectively.

While HM Treasury is yet to report back, the CMA published its interim report in November 2018, proposing a full investigation of the at-need funerals market.

However, after receiving representation from several

parties, the CMA launched an additional consultation on proposals to extend the scope of its anticipated at-need market investigation to include the delivery of pre-paid funeral plans from the point of redemption.

Extension of scope welcomed

Responding to the consultation, SAIF and Golden Charter welcomed proposals for an extension of the scope.

SAIF Chief Executive Terry Tennens said: “SAIF requested the CMA enlarge its scope for its market study investigation to extend to the marketing, sales and redemption of pre-paid funeral plans. We also requested the CMA include the sales of over 50s insurance plans, which can lead to confusion and risk for the consumer concerning



“NOW FUNDAMENTAL CHANGE IS NEEDED TO ENSURE SERVICES MEET THE SHIFTING DEMANDS OF LOCAL COMMUNITIES, WITH COUNCILS WORKING AND COLLABORATING WITH COMMUNITIES TO DELIVER THE CHANGE NEEDED”

anger. Scottish Conservative local government spokesperson, Alexander Stewart MSP, said the government had “cut council finances to the bone, then expects hard-working council taxpayers to pick up the slack”.

Opposition anger

Likewise, Scottish Labour finance spokesperson James Kelly MSP said: “This expert report exposes the brutal legacy of the SNP’s cuts to council funding. It is simply horrifying that the cost of burying a loved one is soaring because of brutal cuts to councils.”

Also focusing on the rising

cost of burial fees, Scottish Liberal Democrat local government spokesperson Councillor Peter Barrett said: “This extra burden on bereaved families is a direct result of the SNP’s unsatisfactory settlement for local Government. The Scottish Government has a duty to ease the pressure on struggling local authorities.”

Fundamental changes

At the launch of the report, Dr Graham Sharp, Chair of the Accounts Commission, said: “It’s important to recognise that councils are working hard to maintain and, in some cases, improve services. Now

fundamental change is needed to ensure services meet the shifting demands of local communities, with councils working and collaborating with communities to deliver the change needed. Councils must now focus on changing how frontline services are designed and delivered.”

During the last financial year, Scottish local authorities reported a funding gap of £300 million, or 2% of expenditure. Councils have shared with the Accounts Commission their plans to address this through making savings, using reserves and increasing fees and charges. ●

what is and what is not covered by this financial instrument, which differs markedly from a pre-paid funeral plan.”

Golden Charter also welcomed the proposals, with Communications Director Gordon Swan commenting: “Golden Charter welcomes proposals to include funeral plans from the point of redemption within the CMA scope. It is vital that the CMA and HM Treasury coordinate their respective investigations so that, across both the at-need and pre-need markets, inquiries are comprehensive with no unintended duplications, omissions or delays.

“This clarification of investigative responsibility will help ensure a thorough investigation, focused on the needs of consumers.”

Changing culture

With the CMA interim report concluding that consumers in the at-need market

are often vulnerable, Golden Charter’s response to the latest consultation highlighted that a well-regulated funeral plan sector can be part of the solution.

“Customers shopping for a funeral plan before the point of need are more likely to be making rational decisions in their habitual emotional state, without limits on time and, often, with recent experience of arranging a funeral. Golden Charter wants more families to benefit from early engagement with the funeral sector. That is why we support a co-ordinated and concentrated effort to change the societal culture around death and dying, to one of open conversations and early engagement.”

In October 2018, a research report conducted by Research Works on behalf of the CMA recommended that the CMA explore “positioning funeral planning alongside ‘life events’ like taking out life insurance or will-writing”, arguing that consumers would be ‘more receptive’ to information on funerals before the point of need.

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Villagers gather at Tibetan funeral

FUNERAL TRADITIONS FROM AROUND THE WORLD

WORDS: CLIVE PEARSON, BIFD

When taking the British Institute of Funeral Directors (BIFD) Diploma in Funeral Service, we learn about different funeral traditions from around the world. This month I thought I would share just a few of those with you.

In Madagascar they have a famous ritual called 'famadihana' which means 'turning of the bones'. Every

five or seven years, family members gather at the family crypt. Music is played while family members exhume the bones, which are then wrapped in cloth and sprayed with wine or perfume. Family members dance with the bones giving them a chance to pass family news onto their loved ones and asking for the bones to be blessed.

The people of Benguet in North Western Philippines have an interesting funeral tradition. The deceased

is dressed in their best clothes, blindfolded, a lit cigarette placed in their lips, then positioned beside the entrance of the house. A traditional burial into the ground then takes place a few days later. Their neighbours in Manila, however, bury their dead in a hollowed-out tree trunk. If they know they're going to die they are able to select the tree where they are eventually entombed.

In Tibet, the Vajrayana

Buddhists believe in the transmigration of spirits after death. While the body is only an empty vessel, the soul moves onto another world. To return the body to the earth, it is chopped into pieces and placed on a mountain top, exposing it to all the elements including vultures.

Up to 80% of Tibetans still use this method, known as the sky burial.

Finally, when a loved one dies in Aboriginal society



MEMBERSHIP UPDATE

FULL MEMBERSHIP PENDING

Lesley Ashton

Lesley Ashton Independent Funeral Directors

2 Prescott Road, St Helens, Merseyside WA10 3UB

Previously advertised on the website. Close date: 1 April 2019

Neil Vennables/
Ryan Dolman

Dolven Funeral Services Ltd

1 Nashe Drive, Blurton
Stoke on Trent,
Staffordshire ST3 2HD

Dolven Funeral Services Ltd (branch of above)

31-33 Congleton Road,
Biddulph, Stoke on Trent
Staffordshire ST8 6DY

Previously advertised on the website. Close date: 8 April 2019

Simon Woodbridge

Robert Minns

232a Fakenham Road
Norwich, Norfolk NR8 6QW

Previously advertised on the website. Close date: 8 April 2019

Roger Mills/Shirley Mills

EC Mills Ltd
142 Church Road
Willesden, London
NW10 9NH

EC Mills Funeral Directors (branch of above)

88 Churchfield Road
Acton, London W3 6DH

GP Burch (branch of above)

158 Manor Park Road
Harlesden, London
NW10 4JT

Previously advertised on the website. Close date: 11 April 2019

Robert Burgess

R. J Burgess (Crofton) Ltd
1 Manorfields Court

Crofton, West Yorkshire
WF4 1SY

Previously advertised on the website. Close date: 11 April 2019

Chris Davies

Chris Davies Funeral Services Ltd

13 Sin Sion Terrace
Cwmbach, Aberdare
Rhondda Cynon Taff
CF44 OAS

Previously advertised on the website. Close date: 15 April 2019

FULL MEMBERSHIP PENDING (SCOTLAND)

Steven Thomson
Steven Thomson & Son Funeral Directors

37 Clifton Road
Lossiemouth
Moray, Scotland
IV31 6DP

Previously advertised on the website. Close date: 8 April 2019

ACCEPTANCE INTO FULL MEMBERSHIP

Bruce Harris/
Mary Hudson-Harris
George Hudson & Sons Ltd
118 Wigton, Carlisle
Cumbria CA2 7ES

Michael G Ryan/
Louise Whnell
Michael G Ryan Son and Daughters Ltd
106-108 Malpas Road
City of Newport
South Wales NP20 5PL

Michael G Ryan Son and Daughters Ltd (branch of above)
302 North Road, Cardiff
South Wales, CF14 3BN

Heather Goward/
Aidan Goward-Pearce/
Marina Goward
Gowards Funeral Service Ltd
40 Bridge Street
Fakenham, Norfolk
NR21 9AY

Sarah Grainger
Sincerity Funerals
15 Birches Barn Road
Wolverhampton,
West Midlands
WV3 7BW

FULL MEMBER REINSTATED

Sandra Clements
Cranleigh Funeral Service
Sussex House,
Ewhurst Road
Cranleigh, Surrey
GU6 7AE

Mr P Dallat
P J Dallat & Sons
65 Market Street,
Ballycastle, County
Antrim BT54 6DS

ACCEPTANCE INTO ASSOCIATE MEMBERSHIP

Shon Alishah/Jay
Unadkat/Ricky Elizee
Logic Networks Ltd (SolemnityUK)

in Australia's Northern Territory, elaborate rituals are held. A smoking ceremony takes place to drive away the spirit, followed by a grand feast where mourners are painted ochre (a rust colour) as they celebrate by dancing and eating food. The body is then placed on top of a platform, covered in leaves and left to decompose naturally.

All round the world strong historical traditions, some of which go back hundreds of years, are still upheld just as they are in the United Kingdom.

While funerals have changed in the UK over the last 20 years, people still opt for the traditional funeral ceremony including use of Victorian-style carriages and solid oak coffins.

To find out about the Diploma in Funeral Service, visit www.bifd.org.uk

NEW ASSOCIATE MEMBER

Space: the final frontier

New SAIF Associate Member, **Ascension Flights**, offers a special memorial service to scatter a person's ashes miles above Earth

Founded by the entrepreneurs behind the world's leading Near Space flight company Sent Into Space, Ascension Flights offers an exceptional memorial service. Using the technology developed by their parent company to test aerospace equipment and conduct scientific research, the service offers the opportunity to scatter a person's ashes in space.

The Ascension Flights team use lighter-than-air gas balloons to travel

through the atmosphere to the edge of space. Once the balloon reaches the region known as Near Space, a specialised scattering mechanism disperses the ashes in a gentle cascade against the stunning backdrop of Earth suspended in the vacuum of space.

The entire flight and moment of release are even captured on camera to produce a stunning memorial video for the loved ones of the deceased. It may sound like

a niche offering, but the service has proved extremely popular. Ascension Flights are now offered in more than 200 independent funeral homes across the country.

Ascension Flights offer 20% commission on earnings from every client referred and the entry level Serenity Launch costs just £895. Funeral directors who want to offer this service to their customers can learn more by visiting www.ascensionflights.com



Unit C3 Matchmakers
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London E9 5GP

Steven Mears
Mears Repatriation
Unit 14 Concorde
Business Centre
Wireless Road
London Biggin Hill
Airport TN16 3YN

Dr Chris Rose/
Dr Alex Barker
**BARC Products Ltd t/a
Ascension Flights**
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Mill, Nursery
Street, Sheffield,
South Yorkshire
S3 8GG

**FULL MEMBER
NEW BRANCH**
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Freeman Brothers
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Hurstpierpoint
Hassocks
BN6 9PX

**FULL MEMBER
CHANGE OF
DETAILS/ADDRESS**

Mr C Sample
Your Choice Funerals
287 Sunderland Road
South Shields
Tyne and Wear NE34 6RB
*(Formerly at 5 Frederick
Street NE33 5DY)*

Mr C Ugalde
Ugalde & Son Limited
Trelawney House
Heathlands Road
Liskeard, Cornwall
PL14 4DH
*(Formerly at Castle Street,
Liskeard PL14 3AU)*

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Exeter, Devon EX4 3LJ
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Road, Devon EX4 4EP)*

**NO LONGER
A MEMBER
FIRM**

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**M Jones & Son
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**Murrell Cork
& Bros Limited**
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North Walsham, Norfolk
NR28 0DB

Miss S Postle
**Murrell Cork of
Stalham (branch of
above)**
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Norfolk NR12 9AN

Mr B Gascoigne &
Mrs S M Wallace
**Gascoignes of
Coleshill Ltd**
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Warwickshire B46 3BL

Mr L G Davies
**Les Davies Funeral
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Road, Neath SA10 8AP

**Branch of Les Davies
Funeral Directors**
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Neath SA11 1HB

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Ashcroft Funeral Directors
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Walsall WS9 9LR

Mr P Maddison
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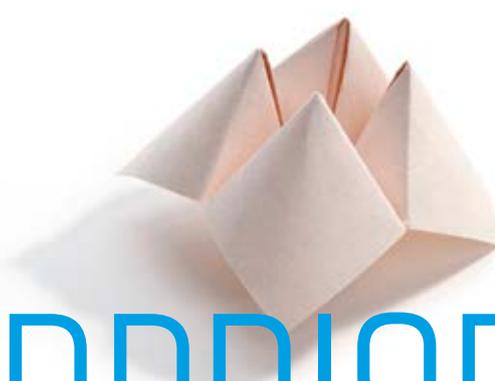
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Horden
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**Branch of East Durham
Funeral Service Ltd**
56a Front Street East
Wingate
County Durham
TS28 5AG

**Branch of East Durham
Funeral Service Ltd**
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Note: All pending members and associates have been advertised on the SAIF website for objections from SAIF members. Any objections should have been received by the close date shown for each application.



SURPRISE ME!

WORDS: DR BILL WEBSTER

When the wife of famous baseball coach and sage Yogi Berra asked him if he wanted to be buried or cremated, he responded: “Surprise me!”

His reaction to her decision when the time came has not been documented.

Death, no matter how expected or anticipated, always seems to catch people by surprise. Even when we know for some time it is inevitable, it often comes as a shock.

Funeral directors are often ‘first responders’ to these reactions, and this article suggests ways of recognising the symptoms and practical strategies and techniques.

Psychological shock caused by any traumatic event leads to strong emotional responses, creating intense fear, horror, or feelings of helplessness. While feelings may dissipate within a few weeks, for some individuals, the symptoms of psychological trauma may become increasingly severe and last much longer. Common symptoms may include:

Emotional and psychological

- Shock, denial, disbelief
- Confusion, difficulty concentrating
- Anger, irritability, mood swings
- Anxiety and fear
- Guilt, shame, self-blame
- Withdrawing from others
- Feeling sad or hopeless
- Feeling disconnected or numb

Physical symptoms

- Insomnia or nightmares
- Fatigue
- Being startled easily
- Racing heartbeat
- Edginess and agitation
- Aches and pains

Each individual reacts to trauma differently, experiencing a range of physical and emotional responses. This may be the result of the nature of the traumatic event, availability of emotional support, past and present life stressors, personality types and available coping mechanisms.

Sometimes the syndrome is known as ‘acute stress disorder’, although I disagree with the use of ‘disorder’. These responses are normal reactions to abnormal events. There is no right or wrong way to think, feel, or respond, and it is important to validate and legitimise whatever people are experiencing.

How can the funeral director help?

It is important to develop the ability to recognise those who might be vulnerable to these symptoms. In a crisis where adrenaline is pumping to the extent it is flooding the heart, you have to get the person to ‘defuse’ before they explode.

Reassurance is essential in helping ‘calm down’ the situation, restoring balance and equilibrium. Sustainment techniques include demonstrating interest and understanding, conveying a desire to help, offering expressions of confidence in their abilities or competence, and bringing reassurance where there is anxiety. The result is reduced anxiety, guilt and tension.

A few practical possibilities:

1. Listen. Then listen some more. Listen with your heart and eyes, not just your head and ears. Much of this communication takes place nonverbally, through nods, smiles, attentive posture, and murmurings. This lessens the client’s anxiety, giving them the feeling they are in a place where help will be forthcoming. Listen for any indication of emotional and physiological complaints. Hear the struggles and challenges. Listen to learn what they need to know and accomplish to ‘get through’.

2. Normalise. Use their own words and descriptions to feed back where they are in the crisis. As serious as this is, we need to help them understand what they are experiencing is normal for their situation. Today’s struggles can be overcome. It is important to normalise but not minimise. Yes, the reaction is normal, but you also have to acknowledge it feels like the most difficult experience of their life. Validating both these realities brings reassurance and encouragement.

3. Educate. Give your families information about what they can expect in their grief process through books, websites and articles. The initial goal of crisis management or grief counselling is to avert catastrophe and restore a state of balance. To help restore equilibrium, help the person see the whole picture.

Often after a death, people can only focus on one aspect, like “my loved one has gone – how can I survive without them?”. That is understandable, but is not the whole picture. They need to understand this response is normal but their fears and concerns will be diminished as they discover ways and reasons to live beyond this experience.

For some, the loss seems too great to bear. Our opportunity is to show them it doesn’t have to be so, and that with our support they can find the ways to go on. Remind them: “It’s always too soon to quit.” ●

Dr Bill Webster is the author of numerous books and resources for grieving people. He has some innovative resources which funeral directors and professionals can make available to their clients as part of an after-care programme. Check out Dr Bill’s resources at his website, www.griefjourney.com
Linda D Jones,
Executive Director of Resources,
Tel: 0333 8000 630
Email: linda@griefjourney.com
www.griefjourney.co.uk



'WE MUST LOOK FORWARD'

WORDS: JULIAN WALKER

I would like to thank everyone involved with the review of our Association's Constitution, from the review committee and my SAIFCharter Executive colleagues, to those businesses who took the time to consider and vote on the proposed changes. We required a majority of at least 75% of our membership voting in support of the proposed changes and, unfortunately, did not secure the level required to carry the motion and adopt the new Constitution

Now our Association must look forward, acknowledge the elements that caused some members to doubt and continue to work within the limitations of our existing Constitution, while noting there are some areas where we can't stand still in order to ready ourselves for a future regulated environment. How we do this will be developed over the next few months.

In the meantime, statutory developments are progressing at pace,

with the Competition and Markets Authority (CMA) announcing its intent to launch a Market Investigation Review into the provision of funeral and crematoria services in local markets across the UK, placing transparency, pricing and choice for the consumer at its heart. Meanwhile, a similar review is on the horizon of the pre-paid funeral plan market by HM Treasury. It's clear we Independents must prepare for more intrusive scrutiny of our businesses, as we strive to improve transparency, processes and our professionalism, to adapt to this changing market.

Meanwhile we must not lose focus on the marketing and selling of funeral plans, looking at this new financial year for our company as an opportunity to re-focus our activity in the context of a stronger regulatory-ready relationship between Golden Charter and SAIFCharter businesses. At the SAIF AGM weekend it was heartening to hear

the level of positive feedback regarding the changes Golden Charter has brought in from 1 April, and the positive way the partnership approach has been received, with many funeral directors already reaping the benefits of this bespoke approach.

We have a strong foundation in place with our existing Constitution and we'll now build on this, for the future of our members and our Associations.

Please follow @SAIFCharter and like our Facebook page to keep up to date with our Association's news and updates as we grow our community of independent funeral businesses online. ●



Your SAIFCharter Executive

To contact your SAIFCharter Executive about any subject, please send an email to contact@saifcharter.co.uk

If you want to speak directly to a funeral director, you can also reach the Chairman, the SAIFCharter Secretary, or any of the Executive members around the country through the details below.

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A B Walker & Son Ltd,
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▼ Jeremy West

West & Coe Ltd,
Essex,
South East London
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▼ Adam K Ginder

M K Ginder & Sons,
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▼ Jim Brodie

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▼ Matthew Gallagher

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From left to right: Julian Walker, Helen Wathall, Jeremy West, Adam K Ginder, Jim Brodie, Matthew Gallagher, Paul Stevenson, John Tempest, Anthony O'Hara, John Byrne and James Tovey

Business Matters

SUPPORT FOR AN AGEING WORKFORCE + SOCIAL MEDIA TO PROMOTE BUSINESS +
REFERRALS TO OCCUPATIONAL HEALTH + THE CHALLENGES FOR FAMILY BUSINESS



ARRANGERS HOLD THE KEY TO SHOWCASING YOUR BUSINESS ON SOCIAL MEDIA

BY MARK BINNERSLEY, COMMUNICATIONS CONSULTANT

AT a recent meeting to discuss sustainability in the funeral sector, I experienced a revelation about one aspect of culture and practice within the profession. But first, let's talk about social media. Facebook is a fantastic tool for independent funeral directors to develop an audience of local friends and followers – people who are going to use your services when the need arises.

As a digital platform it has been around for quite a while and those of us who adopted the tech when it was launched in the UK are now 15 or so years older. This is significant because many of this generation are now family decision makers with children and, importantly for the funeral profession, who bear the daunting responsibility for arranging a parent's funeral.

Many of us have an uneasy relationship with Facebook. We can't live with it and we can't live without it. It is designed to tap into our innate sociability as a species. It works.

Try as we might to limit our use, most people I know find it invaluable for keeping in touch with friends, updating people on their lives and finding out about news in their communities.

So, as an independent funeral director, it's easy to see why being on Facebook is essential.

Some funeral directors are understandably hesitant about using this platform, citing fears that it risks cheapening the profession. Indeed, it would if it were used to broadcast promotional messages.

It's not about advertising; it's about developing relationships and showing people what your values are and the difference you make in your community and beyond. Certainly, that should be the case for funeral directors.

Now, back to that revelation I mentioned at the start.

During the meeting, several funeral directors spoke of funeral arrangers being the key to changing behaviour when it comes to influencing families to make more environmentally-friendly funeral choices. This got me thinking. If arrangers hold the key to this, then they surely are important in other areas too.

In the context of social media, funeral directors succeed on

platforms like Facebook if they are able to provide a steady stream of original and unique content. But this can be a challenge.

In order to truly drive engagement and interest in your business, you'll need to share lots of stories about the funerals you've directed.

Of course, we're not talking about doing this every day. But if you were able to talk about aspects of funerals you've conducted at least once a week, that would make a big impact.

The people who are going to help you deliver that content are surely your funeral arrangers. With that in mind, it's well worth putting a process in place for arrangers to collect relevant information to pass to the person responsible for your social media activity for scrutiny and potential posting.

The types of topics you're looking for are unusual floral tributes, funerals with a likely large turnout, or motorcycle or horse-drawn hearses, to name but a few. Perhaps create an internal checklist of possible items of interest to educate your arrangers of suitable material and then include this as an item on the weekly team meeting agenda to track stories.

Two funeral directors with whom I work – Mortons Funeral Directors and H. Porter & Sons – are experts at gathering the right information and then having it vetted to ensure it's safe and sensitive to post on social media.

With some common sense ground rules, talking about funerals on social media can be done in a sensitive way and one with which families are comfortable.

My ground rules for involving vulnerable people in communications activity are simple – always explain why you're asking for their assistance and where their story will appear. If they say no, never try to persuade anyone to change their mind.

Anonymising case studies where possible will result in a higher volume of content too. If you build this kind of information gathering into the funeral arranging process, your arrangers could play an important role in ensuring families in your community are aware of the good work your business does for local bereaved people. And that is incredibly powerful. ●

AGE-OLD ISSUES OVER SAFETY



BY SIMON BLOXHAM, HEALTH AND SAFETY STRATEGIST FOR SAFETY FOR BUSINESS

Our ageing workforce

We are now living with an ageing workforce which means that the over 50s are increasing in number – that includes me! In 2016 we reached 1.2 million people working beyond the age of 65. With compulsory retirement being unlawful as it is age discrimination, we will be employing a workforce where we need to be on the ball with health and safety.

The benefits of an ageing workforce

Older workers bring many benefits including experience, flexibility, knowledge and loyalty. Older workers have seen and experienced a lot, so they are ideal to learn from. That includes mistakes as well as successes. They can offer flexible working opportunities and the chance to support other workers, such as mums and dads needing time around school hours. Older workers often have a stronger commitment to their organisation and are less likely to change jobs as frequently as younger workers.

Health and safety issues and the ageing workforce

Age doesn't have to be the defining factor when it comes to health and safety. However, studies have shown that an older person's physical ability to work as they used to is affected, for example:

- The person can weaken unless they train regularly
- Their grip strength reduces
- Should injuries occur such as muscle injuries, neck and back problems, older people can take longer to recuperate
- Vision and hearing are affected by age and reactions slow down

Older workers tend to have fewer accidents, but when they do get injured, their injuries often have a much greater effect on the individual. Younger people actually tend to get more eye or hand injuries, while older workers who have been working for many years report more back injuries.

Many workplace injuries are the result of doing the same things again and again. Repetitive motion injuries, for example, develop over time. An older worker, then, may report more musculoskeletal injuries since they've had longer for the condition to develop.

When anyone, no matter how old they are, is pushed to work harder than they safely can, there is a risk for injury. Because older workers tend to have more severe injuries when they do happen, it's important to make adjustments to work stations or work patterns to make them as safe as possible. It's also important to make

sure a person is suited for a particular task and is safely able to do it.

So what should employers do?

Get up to date with legislation and ensure matters are in hand to prevent age discrimination in all work areas:

- Remember the positive benefits of working with an ageing workforce
- Review the health and safety of all employees, again with a bias towards the hazards and risks for older workers
- Dust off those risk assessments and document your findings. Speak to older workers about them and get their input – never a bad thing to do with all workers in any case
- Put in place some practical control measures and make sure everyone is aware of them
- Adjust the work to help people stay in work longer
- Keep training everyone
- Talk to workers regularly and invite discussion on health and safety
- Get a great return to work process in place ●



Help is at hand: As a member of SAIF you can talk to a safety professional at Safety for Business simply by calling 08456 344164. You are also entitled to a discount on our fees when we help you with your health and safety needs.

We can visit you to see how you are doing when it comes to compliance. This is free of charge apart from travel costs. So, what do you have to lose?





REFERRALS TO OCCUPATIONAL HEALTH

WRITTEN BY SAM PAGE,
OCCUPATIONAL HEALTH ADVISOR
AT SPACE OH

If you are ever referred to occupational health for an assessment what should you expect? This article looks to answer some of the most commonly asked questions about the referral process.

What is occupational health?

Occupational health specialist nursing advisers are concerned with the promotion of health and prevention of ill health in employees. It is about managing the effect of the work environment on health and the effect of health on work and, where appropriate, advising on reasonable adjustments and adaptations to a person's job or workplace to be considered by managers.

Why would I be referred?

If referred you will have been notified by your line manager or HR as to why. The usual reasons for referrals to occupational health are:

- If you are currently off work for any reason to consider what adaptations and adjustments might be provided to assist your return to work
- To provide independent advice to your manager to assist in the management of sickness absence
- To support you in the delivery of your work role

What happens once I've been referred?

The occupational health nurse will contact you by email or phone using the details provided on the referral form. They will arrange a date and time for you to see or speak to one of the occupational health team.

What if I cannot make the appointment time I'm given?

If you cannot make the time or date offered you should contact the occupational health team or contact your manager immediately and an alternative appointment time or date will be arranged.

Do I have to go?

The purpose of a referral is to see how the company can support you to return to work and or manage your work. You do

not have to attend the appointment with occupational health. However, in those circumstances the company would have no choice but to take decisions based on the incomplete information that was available.

What will occupational health do?

The occupational health team will discuss the reasons for the referral and gather information from you. This might include gathering confidential health information and details about ongoing treatment and investigations. You may also be provided with advice regarding management of your health condition(s).

Will occupational health contact my GP or other medical practitioners who are treating me?

Occupational health may wish to get further clinical information from your GP.

Sam Page is a registered nurse with 28 years' experience, 13 of which are in occupational health. Sam's successes include significantly reducing sick leave for a major employer. She also supports people who are returning to work after a period of absence and provides coaching for employers to improve their in-house skills and resources.



In accordance with the Access to Medical Reports Act 1988, your consent will need to be obtained by the occupational health team before they request a report from your GP, your hospital doctor or consultant or other medical specialist who is treating you.

You do not have to give this consent. In those circumstances, occupational health will base their report on the information they have, although this will be incomplete. We advise that it is in your best interests to ensure occupational health have a full picture of your health position so that they are able to provide clear advice to your manager about any support you require.

If you agree to occupational health making contact with your GP or specialist,

you have the right to receive a copy of the report from your doctor before it is sent to occupational health. You would have to formally notify this on the consent form you sign and you then have 21 days from the date on the consent form to contact your doctor and make arrangements to see the report (which could be at a date in the future). If you see the report you then have the right to request the doctor to amend or delete any part you think is inaccurate or misleading. If the doctor refuses your request you can insist that a statement of your views is included with the report.

Reports from your GP are used by occupational health to inform their assessment. On occasion occupational health may refer you for assessment to a specialist. The provisions of the Access to Medical Records Act 1988 will apply to any referral. The specialist's report will be provided to personnel and the details of the report, where relevant to your work, shared with your manager.

What happens to the report occupational health writes?

The report is usually generated shortly after you have spoken with one of the team from occupational health. It includes information specifically to the questions and 'job requirements' detailed in the referral form. The report is sent to you, your line manager or to HR. It is a confidential report and therefore would only normally be seen by those that have referred you.

Do I have the right to change the occupational health report?

The occupational health nurse advisor is an independent provider of advice. Occupational health will discuss with you what they intend to include and you will normally have the opportunity to discuss this with them.

Do I have the right to stop occupational health making a report?

If you attend the appointment you have accepted the process and that a report will be made.

What can I do if I don't agree with what occupational health has said?

You can submit your own written comments to occupational health to your line manager and the HR team. ●

SPAGE OH

"SPAGE OH offers bespoke occupational health services from its base in the east of England, and across the UK. As your confidante and trusted advisor, we can handle your

concerns about your employee's health, so you can get back to business.

"Our friendly and pragmatic approach means that SPAGE OH gets to the heart of the problem. Integrity, honesty and fairness are at

the core of everything we do, whether it is managing mental health issues in the work place, health surveillance or long-term absence issues. We provide you with a service that is effective, efficient and tailored to your needs.

"We pride ourselves in having high standards of delivery, up-to-date commercial knowledge, and our ability to build close, collaborative relationships with everyone we work with."





CHALLENGES FOR FAMILY BUSINESS

WORDS: RICHARD GVERO

Some of the most successful businesses locally, nationally and globally are family businesses. But as much as the family dimension is a large part of their success, it can cause issues unless it is carefully managed.

One issue is the lack of formality. Shouldn't the family bond transcend the need for legal documentation? Acting for numerous family businesses, I have found it often doesn't.

A well-managed family business will have written employment contracts and policies to reduce the scope for disagreement. There will also be competition restrictions for an outgoing family member.

Setting shareholder agreements will also increase clarity; they deal with share valuation and succession issues

as well as defining shareholder relationships and vision for the business to reduce the scope for misunderstandings.

Often formal corporate governance, including board meetings, is overlooked. This increases the risk of dispute.

Is the business a meritocracy or do family members have all the seats on the board?

Employment law does not recognise family favouritism and non-family members who are not treated fairly could have significant claims. Such employees will also lack motivation and may be poached by competitors.

There also needs to be a forum for families

to discuss business issues and develop an agreed approach. And when things go wrong, there should be agreed dispute resolution mechanisms to avoid expensive and damaging litigation.

Finally, don't forget succession planning. The next generation do not always want to carry on the business and alternatives such as business sale must be considered. ●

Contact Longmores on **01992 300333** if you need legal advice for your family business or visit **www.longmores.law**



Richard Gvero is Joint Senior Partner and Head of Commercial and Employment at Longmores Solicitors LLP. Richard specialises in employment law and regularly helps businesses and individuals with a broad spectrum of staffing issues.

Established in 1986, UK200Group is the leading mutual professional association in the UK with more than 110 UK quality-assured independent chartered accountancy firms and lawyer firms, as well as 50 International Associate member firms around the globe.

UK200Group provides services and products that are designed to enhance the business performance of its members. Telephone: **01252 350733** Email: **admin@uk200group.co.uk**

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YOUR SAIF EXECUTIVES

The Executive Committees act as the governing institution of SAIF.
To contact your SAIF Executives, email info@saif.org.uk or call **0345 230 6777**.

NATIONAL



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National President



Darren Carpenter
Executive Committee



Gemma O'Driscoll
Executive Committee



Mark Porteous
1st Vice President



Daniel Ginder
Executive Committee



Liam Roberts
Executive Committee



Jo Parker
2nd Vice President



David Gresty
Executive Committee



Paul Sillett
Executive Committee



Alun Tucker FSAIF
Immediate Past President



Ross Hickton
Executive Committee



Jeremy West FSAIF
Executive Committee



Terry Tennens
Chief Executive



Mark Horton
Executive Committee



Paul Stevenson
Scottish President



Paul Allcock
Executive Committee



Sean Martin
Executive Committee



Suzanne Grahame
Golden Charter

SCOTLAND



Paul Stevenson
Scottish President



Gavin Henshelwood
Secretary



Jim Henshelwood
Honorary Life President



James Carcary
Vice President



Jim Brodie
Scottish Government Liaison
Officer & Scottish Representative
SAIF Charter Executive



Andrew Ironside
Past President



Mark Porteous
Past President



Joe Murren
Scottish Government
Liaison Officer



James Morris
Executive Committee



Declan Maguire
Treasurer & membership



Jim Auld
Executive Committee
(Complaints & Standards)

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E: nico.rocchiccioli@goldencharter.co.uk



5 Anthony Parkinson
South Cumbria, Lancashire & Merseyside ABM
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8 Amy Smithson
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Maternity
Contact NBM Georgia Henney for details



3 Rosie Kinley
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6 Aldwell Bosanquet
Central Midlands ABM
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9 Konrad Wilkinson
Ireland ABM
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SOUTH

10 Rob Antonelli
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14 Terry Lee
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18 Neil Hodgson
South London & South East England ABM
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11 Steffan Davies
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15 Steve Bennett
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19 David Oliver
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12 Paul Firth
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16 Jon Briggs
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13 Amanda Hodson
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17 Russell Cooper
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LEADERSHIP TEAM

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Nick Lewis
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FURTHER CONTACTS

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National Business
Services Manager
M: 07921 064 146
E: lindsayjackson@goldencharter.co.uk

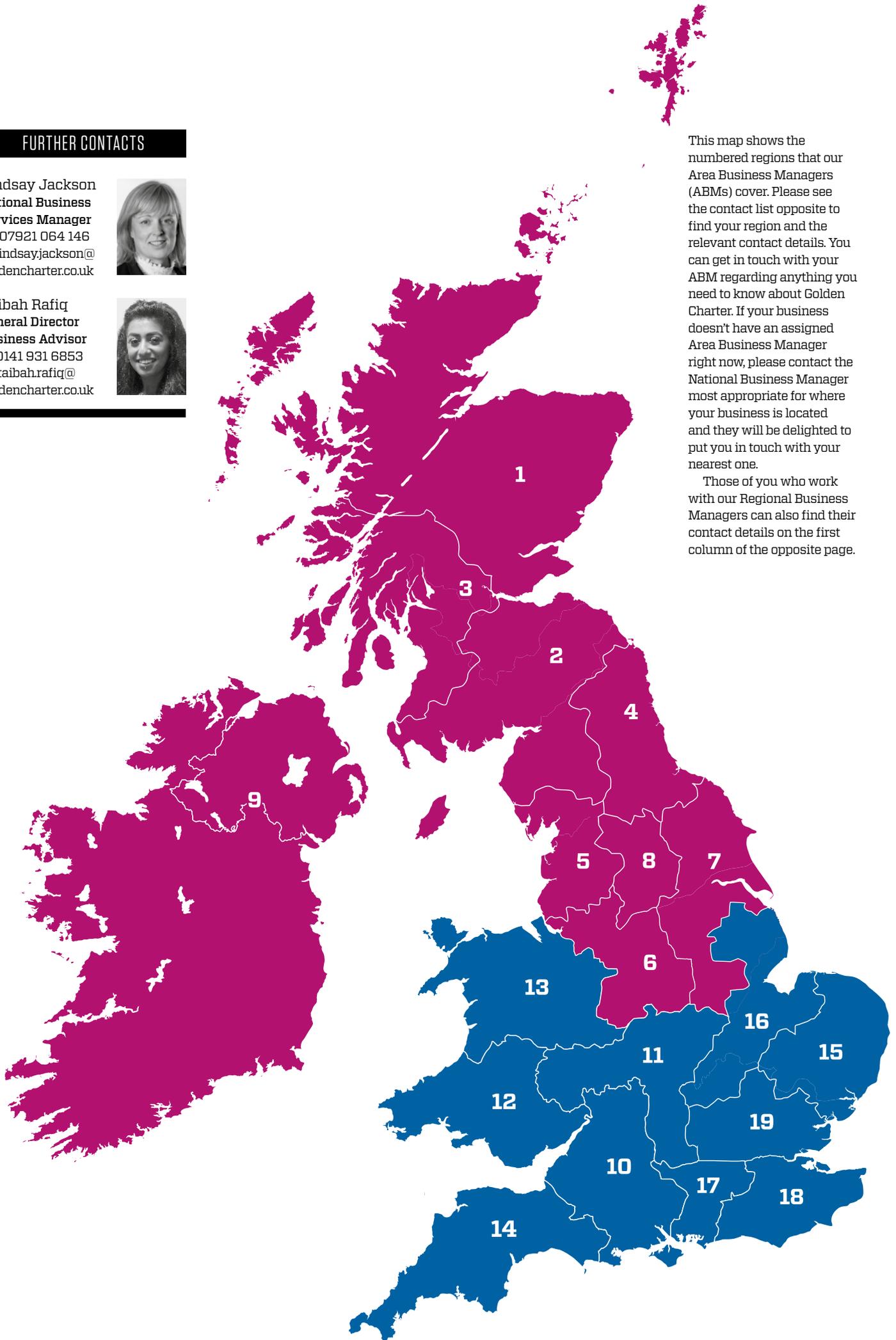


Taibah Rafiq
Funeral Director
Business Advisor
T: 0141 931 6853
E: taibah.rafiq@goldencharter.co.uk



This map shows the numbered regions that our Area Business Managers (ABMs) cover. Please see the contact list opposite to find your region and the relevant contact details. You can get in touch with your ABM regarding anything you need to know about Golden Charter. If your business doesn't have an assigned Area Business Manager right now, please contact the National Business Manager most appropriate for where your business is located and they will be delighted to put you in touch with your nearest one.

Those of you who work with our Regional Business Managers can also find their contact details on the first column of the opposite page.



SAIF Associates Directory 2019

CARRIAGE MASTERS & HORSEDRAWN CARRIAGES

Brahms Electric Vehicles Ltd
Mr S Cousins & Mr A Briggs (Milton Keynes)
01536 384261
electric@brahmselectricvehicles.co.uk
www.brahmselectricvehicles.co.uk

Superior UK Automotive Ltd
Mr Peter Smith (Aldermaston)
0118 971 4444 • info@superioruk.com
www.superioruk.com

Volkswagen Funerals
Ms C Brookes & Ms M Orton
(Nuneaton, Warwickshire)
02476 399296 • info@vwfunerals.com
www.volkswagenfunerals.co.uk

Woods Garage (Carriage Masters)
Mr D Wood (Sevenoaks)
01732 453256
woodsgarage@outlook.com

CASKET & COFFIN MANUFACTURERS

Bradnam Joinery Ltd
Mr B Spittle (Haverhill, Suffolk)
01440 761404 • info@bradnamjoinery.co.uk
www.bradnamjoinery.co.uk

Colourful Coffins
Ms M Tomes (Oxford)
01865 779172 • enquiries@colourfulcoffins.com
www.colourfulcoffins.com

DFS Caskets
Mr Martin Smith (Annan, Dumfries & Galloway)
01461 205114 • dfscaskets@aol.com
www.dfscaskets.co.uk

J & R Tweedie
Mr R Tweedie (Annan, Dumfries & Galloway)
01461 206099 • www.jrtweedie.co.uk

JC Atkinson and Son Ltd
Mr J Atkinson (Washington, Tyne & Wear)
0191 415 1516 • jamie@jcatkinson.co.uk
www.coffins.co.uk

J. C. Walwyn & Sons Ltd
Mr K Walwyn (Ashbourne, Derbyshire)
01335 345555 • sales@jcwalywn.co.uk
www.jcwalywn.co.uk

Leslie R Tipping Ltd
Mr J Tipping (Stockport, Cheshire)
0161 480 7629 • sales@lrtipping.co.uk
www.lrtipping.co.uk

LifeArt Coffins Ltd
Mr S Rothwell (Gloucester)
01452 310563 • ukinfo@lifeart.com
www.lifeart.com

Musgrove Willows Ltd
Mrs E Musgrove (Westonzoyland, Somerset)
01278 699162 • info@musgrovewillows.co.uk
www.musgrovewillowcoffins.com

Natural Woven Products Ltd
Mr A & Mr D Hill (Bridgwater, Somerset)
01278 588011
contact@naturalwovenproducts.co.uk
www.naturalwovenproducts.co.uk

P & L Manufacturing Ltd
Mrs S Leighton (Gloucester)
01684 274683 • sally@pandlmanufacturing.co.uk
www.pandlmanufacturing.co.uk

Passages International Inc. Ltd
Mr R Crouch (Maidenhead, Berkshire)
01628 290220 • passages@tiscali.co.uk
www.passagesinternational.co.uk

Somerset Willow England
Mrs H Hill (Bridgwater, Somerset)
01278 424003 • enquiries@somersetwillow.co.uk
www.willowcoffins.co.uk

Tributes Ltd
Mr S Hoare (Poling, West Sussex)
0845 388 8742 • info@tributes.ltd.uk

www.tributes.ltd.uk

Urns UK Ltd

Mr P & Mrs B Patel (Potters Bar, Herts)
01707 645519 • info@urnsuk.com
www.urnsuk.com

CEMETERIES & CREMATORIA

GreenAcres Woodland Burials Chiltern
Ms Marisa Isaacs (Buckinghamshire)
01494 872158
info.chiltern@greenacrescelebrate.co.uk
www.greenacrescelebrate.co.uk

GreenAcres Woodland Burials Chislehurst
Mrs C Graham
0208 3009790 • info@greenacresgroup.co.uk
www.greenacrescelebrate.co.uk

GreenAcres Woodland Burials Colney
Ms Sam Curtis (Norwich, Norfolk)
01603 811556
info.colney@greenacrescelebrate.co.uk
www.greenacrescelebrate.co.uk/colney

GreenAcres Woodland Burials Epping
Mrs Deborah McNamara (Essex)
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www.greenacrescelebrate.co.uk/epping

GreenAcres Woodland Burials Rainford
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www.greenacrescelebrate.co.uk/rainford

GreenAcres Woodland Burials Heatherley Wood
Mr Peter Taylor (East Hampshire)
01428 715915
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www.greenacrescelebrate.co.uk/heatherley-wood

Herongate Wood Cemetery
Ms J Sawtell (Billericay, Essex)
01277 633085 • enquiries@herongatewood.co.uk
www.green-burial.co.uk

Westerleigh Group Ltd
Mr R Evans (Bristol, South Gloucestershire)
0117 937 1050 • info@westerleighgroup.co.uk
www.westerleighgroup.co.uk

The Natural Burial Company Ltd
Mr C Doggett (Leicestershire)
0116 222 0247 • info@thenaturalburialcompany.com
www.thenaturalburialcompany.com

CLOTHING

Keltic Clothing
Mr D Barry & Mrs L Kendrick (West Midlands)
08450 666699 • louise@kelticclothing.co.uk
www.kelticclothing.co.uk

Waterfront Manufacturing Ltd
Mr A Jenkinson (East Harling, Norfolk)
01953 718719 • alan@waterfrontmanufacturing.co.uk
www.waterfrontmanufacturing.co.uk

EDUCATION & TRAINING

Independent Funeral Directors College Ltd
Corinne Pengelly • 0345 230 6777
corinne@saif.org.uk • www.ifdccollege.org

EMBALMING

G T Embalming Service Ltd
Mr G Taylor (Brighton)
01273 693772 • gtembalming@btinternet.com
www.gtembalming.com

EQUIPMENT & SERVICES

CPL Supplies
Mr W McGuckin (Castlederg, N Ireland)
028 8167 1247 • sales@cplsupplies.com
www.cplsupplies.com

Fibrous
Ms V Hancock (Cheshire)
0161 429 6080 • vanessa.hancock@fibrous.com
www.fibrous.com

0161 429 6080 • vanessa.hancock@fibrous.com
www.fibrous.com

Flexmort

Mr S Rothwell (Gloucester)
08455 333561 • info@flexmort.com
www.flexmort.com

Hygeco

Ms H Lockwood (Leeds, West Yorkshire)
0113 277 8244 • info@hygeco.com
www.hygeco.com

THW Refrigeration Ltd
Mr W Quail (Camberley, Surrey)
01276 601039 • william@thwrefrigeration.com
www.mortuaryequipmentdirect.co.uk

FINANCE & PROFESSIONAL SERVICES

Close Brothers Ltd
t/a Braemar Finance (Dundonald)
01563 852100 • info@braemarfinance.co.uk
www.braemarfinance.co.uk

Curtis Legal Ltd
Mr C Bond (Monmouth, Monmouthshire)
01600 772288 • cbond@curtislegal.co.uk
www.curtislegal.co.uk

Forum of Private Business
Mr I Cass (Knutsford, Cheshire)
01565 626001 • info@fpb.org
www.fpb.org

Funeral Administration Ltd
Mr A Tucker (Suffolk)
07803 562008 • alun@funeraladministration.co.uk

Frontline Communications Group Ltd
Mr D Jones (Portsmouth)
01489 866630 • david@wearefrontline.co.uk
www.wearefrontline.co.uk

Goldray Funeral Consultancy Ltd
Mr R Barradell (Beverley, East Yorkshire)
01964 503055 • richard@goldray.co.uk

G Turner Consulting Ltd
Mr G Turner (Wellington)
07917 221497 • guyturner@funeralconsultancy.co.uk
funeralconsulting.co.uk

Lemon Business Solutions Ltd
Mr M Anderson & Ms L Wratten
(Stockton-on-Tees) • 01642 662772
info@no-sour-business.co.uk
www.no-sour-business.co.uk

Occupational Safety Systems (UK) Ltd
Mr S Bloxham (Letchworth Garden City, Hertfordshire)
0845 634 4166 • info@safetyforbusiness.co.uk
www.safetyforbusiness.co.uk

The Probate Bureau
Mr D Hartley West (Ware, Hertfordshire)
01920 443590 • info@probatebureau.com
www.probatebureau.com

Redwood Collections
Mr M Rogers (Surrey)
0208 288 3555 • mrogers@redwoodcollections.com
www.redwoodcollections.com

SAIFnsure (Unicorn Insurance Brokers)
Mr B Hart • 0203 603 4194 • 0774 057 7654
brian@saifnsure.org.uk • www.saifnsure.co.uk

SAIF Resolve (Scott & Mears)
Bill Baddeley (Southend on Sea, Essex)
01702 312737 • enquiries@saifresolve.co.uk
www.saifresolve.co.uk

Skingle, Helps & Co
Mr J Helps (Carshalton Beeches, Surrey)
0208 770 1095 • www.helps.co.uk

South Essex Insurance Brokers Ltd
The Manager (South Ockendon, Essex)
01708 850000 • www.seib.co.uk

Trident Marketing Anglia Ltd
Mrs V Beswick/Mr R Pearce (Semer, Ipswich)
01473 823700 • victoria@tridentmarketinguk.com
www.tridentmarketinguk.com

UK200group.co.uk

Ms S Wise (Aldershot, Hampshire)
01252 401050 • admin@uk200group.co.uk
www.uk200group.co.uk

FUNERAL OFFICIANTS

Association of Independent Celebrants

Mr P Spicksley (Lincolnshire)
07783 323324
chairman@independentcelebrants.com
www.independentcelebrants.com

Humanists UK

Miss I Rosso
020 7324 3060 • ceremonies@humanism.org.uk
www.humanism.org.uk

Civil Ceremonies Ltd

Anne Barber (Kettering, Northamptonshire)
01480 276080 • info@civildceremonies.co.uk
www.civildceremonies.co.uk

County Celebrants Network

Mr Eric Gill (Wiltshire)
07770 625378 • ericgillcelebrant@outlook.co.uk
www.countycelebrantsnetwork.com

Fellowship of Professional Celebrants

Mrs T Shanks (Worthing, West Sussex)
01903 602795 • celebranttraining@gmail.com
www.professionalcelebrants.org.uk

Institute of Civil Funerals

Barbara G Pearce (Kettering, Northamptonshire)
01480 861411 • info@iocf.org.uk • www.iocf.org.uk

FUNERAL PLANNING

Golden Charter Ltd

Mr M Flanders (Glasgow, Strathclyde)
0141 931 6300
malcolm.flanders@goldencharter.co.uk
www.goldencharter.co.uk

Golden Leaves Ltd

Barry Floyd (Croydon, Surrey)
0800 854448 • barry@goldenleaves.com
www.goldenleaves.com

GRAVEDIGGER &

EXHUMATION SERVICES

DTH Burial & Churchyard Services

Mr D Homer (Measham, Swadlincote)
07912 855460 • davidhomer67@gmail.com

IT & WEBSITE

Cloudberry FMS

Mr M Robinson (Exeter, Devon)
01803 229467
mark.robinson@funeralmanagement.net
www.funeralmanagement.net

Eulogica

Mr D I Wright (Sheffield) • 0845 351 9935
diw@eulogica.com • www.eulogica.com

Experts Computer Services Ltd

Mr C Ng (Bishops Cleeve) • 01279 755081
carlmg@expertscomputer.co.uk
www.expertscomputer.co.uk

I-NETCO Ltd

Mr G King (Newcastle upon Tyne)
0191 242 4894 • gerry@i-netco.co.uk
www.funeraldirectorwebsites.co.uk

Logic Networks Ltd (Solemnity UK) - Shon

Alishah (London)
0208 986 2596 • www.logicnetworks.co.uk

Oak Technology Ltd

Mr S Richardson (Wakefield, West Yorkshire)
01924 600 401 • enquiry@funeralsoftware.co.uk
www.funeralsoftware.co.uk

MEMORIALS & REMEMBRANCE

Acorn UK (2006) Ltd

Mrs Wendy Owen (West Kingsdown, Kent)
01474 853672/07956 143049
enquiries@acorn-uk.co.uk • www.acorn-uk.co.uk

BARC Products Ltd t/a Ascension Flights - Dr

Chris Rose (Sheffield, South Yorkshire)
0114 213 1050 • info@ascensionflights.com
www.ascensionflights.com

Cleverley & Spencer

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01233 630600 • enquiry@clevspen.co.uk
www.clevspen.co.uk

Cleverley & Spencer

Mr I R Spencer (Dover, Kent) • 01304 206379
enquiry@clevspen.co.uk • www.clevspen.co.uk

Fotoplex Grigio Ltd

Mr C Gray (Fareham, Hampshire)
01329 311920 • sales@fotoplex.co.uk
www.fotoplex.co.uk

Groupe Delfosse - New Urn

Mr D Arnaud (Sault - Brénaz, France)
0033 474 3726 928 • newurn@delfosse.fr
www.newurn.co.uk

Life Expressions (UK & Europe) Ltd

(Castleton, Derbyshire)
0800 368 9233 • david@legacyexpressions.co.uk
www.lifeexpressionsltd.co.uk

MacIntyre Memorials Ltd

Mr A MacIntyre (Glasgow, Strathclyde)
0141 882 3772 • info@macintyrememorials.co.uk
www.macintyrememorials.co.uk

The MuchLoved Charitable Trust

Mr J Davies/Ms J Baker
(Amersham, Buckinghamshire)
01494 722818 • trustees@muchloved.com
www.muchloved.com

Scattering Ashes

Mr R Martin (Newton Abbot, Devon)
01392 581012 • info@scattering-ashes.co.uk
www.scattering-ashes.co.uk

Secure Haven Urns & Keepsakes Ltd

Mrs C Yarwood (Broomfield, Essex)
01277 377077 • cyarwood@securehaven.co.uk
www.securehaven.co.uk

Shaw's Funeral Products, Shaw & Sons Ltd

Ms Sarah Smith (Crayford, Kent)
01322 621100 • sales@shaws.co.uk
www.shawsfuneralproducts.co.uk

The Natural Burial Company Ltd

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0116 222 0247 • info@thenaturalburialcompany.com
www.thenaturalburialcompany.com

OTHERS

Grief Journey

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0333 8000 630 • 07779 108760 • 07711 908805
linda@griefjourney.com • www.griefjourney.co.uk
www.griefjourney.com

Funeral Service Journal (FSJ)

(Worthing, West Sussex)
Editorial: Russ Bravo / Advertising: Denise Walker
01903 604338 • editorial@fsj.co.uk
www.fsj.co.uk

Funeral Zone Ltd

Mr E Gallois/Mr K Homeyard (Exeter)
01392 409760 • sales@funeralzone.co.uk
www.funeralzone.co.uk

Beyond

Mr J Dunn/Mr I Strang (London)
0208 629 1600 • james@beyond.lite
www.beyond.lite

LCK Funeral Support Services Ltd

Mr A Mccafferty (Wembley)
020 8900 9222 • l.c.k.f.s.s@outlook.com
www.lckfuneralsupportservices.co.uk

Professional Help Ltd

Mrs C Betley (Burton in Kendal)
01524 782910 • info@professionalhelp.org.uk www.
professionalhelp.org.uk

The Bereavement Register

(London) • 0207 089 6400
help@thebereavementregister.org.uk
www.thebereavementregister.org.uk

Reach Plc

Mr D Minns (Hull)
01482 428866 • darren.minns@reachplc.com
www.funeral-notice.co.uk

When We Remember

Jim Abraham (Narrabeen, New South Wales)
0061 429 400 100 • jimnelabraham@gmail.com
www.whenweremember.com

The White Dove Company Limited

Mr K Proctor (Loughton, Essex)
0208 508 1414 • info@thewhitedovecompany.co.uk
www.thewhitedovecompany.co.uk

PRINTING & STATIONERY

Gateway Publishing (Part of Mimeo (UK) LTD)

Mr M Moore (Huntingdon)

01480 410444 • info@gateway-publishing.co.uk
www.gateway-publishing.co.uk

PCD Media (East Anglia) Ltd t/a Funeral Print UK

Mr Dodd (Belstead, Ipswich)
01473 731225 • tom@funeralprintuk.com
www.funeralprintuk.com

Polstead Press

Tracy Goymer (Stowmarket, Suffolk)
01449 677500 • tracy@ghyllhouse.co.uk
www.polsteadpress.co.uk

RNS Publications

Mr C Shaw (Blackpool, Lancashire)
01253 832400 • cs@rns.co.uk • www.rns.co.uk

REMOVAL &

REPATRIATION SERVICES

Alba Repatriation & Cremated Remains Transportation

Mr S Murren (Paisley, Renfrewshire)
07834 489766 • info@albarepat.co.uk
www.albarepat.co.uk

Cremated Remains Transport Services

Lord John P A Kersley (Bognor Regis, West Sussex)
01243 583913 • advancesalesuk@aol.com
www.advancesalesuk.com

Euro-City Direct Ltd

Mr J W Kindleysides (Dorking, Surrey)
01306 632952 • ecduk@btconnect.com

Guy Elliot Ltd

Mr G Elliot (Kingswells, Aberdeen)
0777 0407610 • conscientiously@outlook.com

Kenyon International Emergency Services

Mr M Oliver (Bracknell, Berkshire)
01344 316650 • oliverm@kenyoninternational.com
www.kenyoninternational.com

Key Air - The Repatriation People

Mr B Birdsall (Hayes, Middlesex)
0208 756 0500 • repatriations@keyair.eu
www.keyair.eu

LCK Funeral Support Services Ltd

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020 8900 9222 • l.c.k.f.s.s@outlook.com
www.lckfuneralsupportservices.co.uk

National Repatriation

Mr T W Hathaway (Cusworth, Doncaster)
07780 118458 • info@nationalrepatriation.co.uk
www.nationalrepatriation.co.uk

Rowland Brothers International

Mr S Rowland & Mr A Rowland
0208 684 2324
info@rowlandbrothersinternational.com
www.rowlandbrothersinternational.com

Staffords Repatriation Services

Mr J Stafford & Mr C Davis (Dublin)
00353 18550555 • ns@funeralservices.ie

TCB Group

Mr D Green (Belfast) • 0289 560 8444
info@tcbfreight.com • www.tcbgroup.eu

Walkers Repatriation Service

Mr T Walker (Burton on Trent, Staffordshire)
07792 022048 • tjwalker60@gmail.com

SOFT GOODS & FUNERAL SUPPLIES

Allsops CTF Ltd

Mr G Allsop (Worthing, West Sussex)
01903 213991 • info@allsops.net

Bradnam Joinery Ltd

Mr B Spittle (Haverhill, Suffolk)
01440 761404 • info@bradnamjoinery.co.uk
www.bradnamjoinery.co.uk

Clarke & Strong Ltd

Mr B Fry (Coventry, West Midlands)
0247 622 1513 • info@clarkeandstrong.net
www.clarkeandstrong.com

Leslie R Tipping Ltd

Mr J Tipping (Stockport, Cheshire)
0161 480 7629 • sales@lrtipping.co.uk
www.lrtipping.co.uk

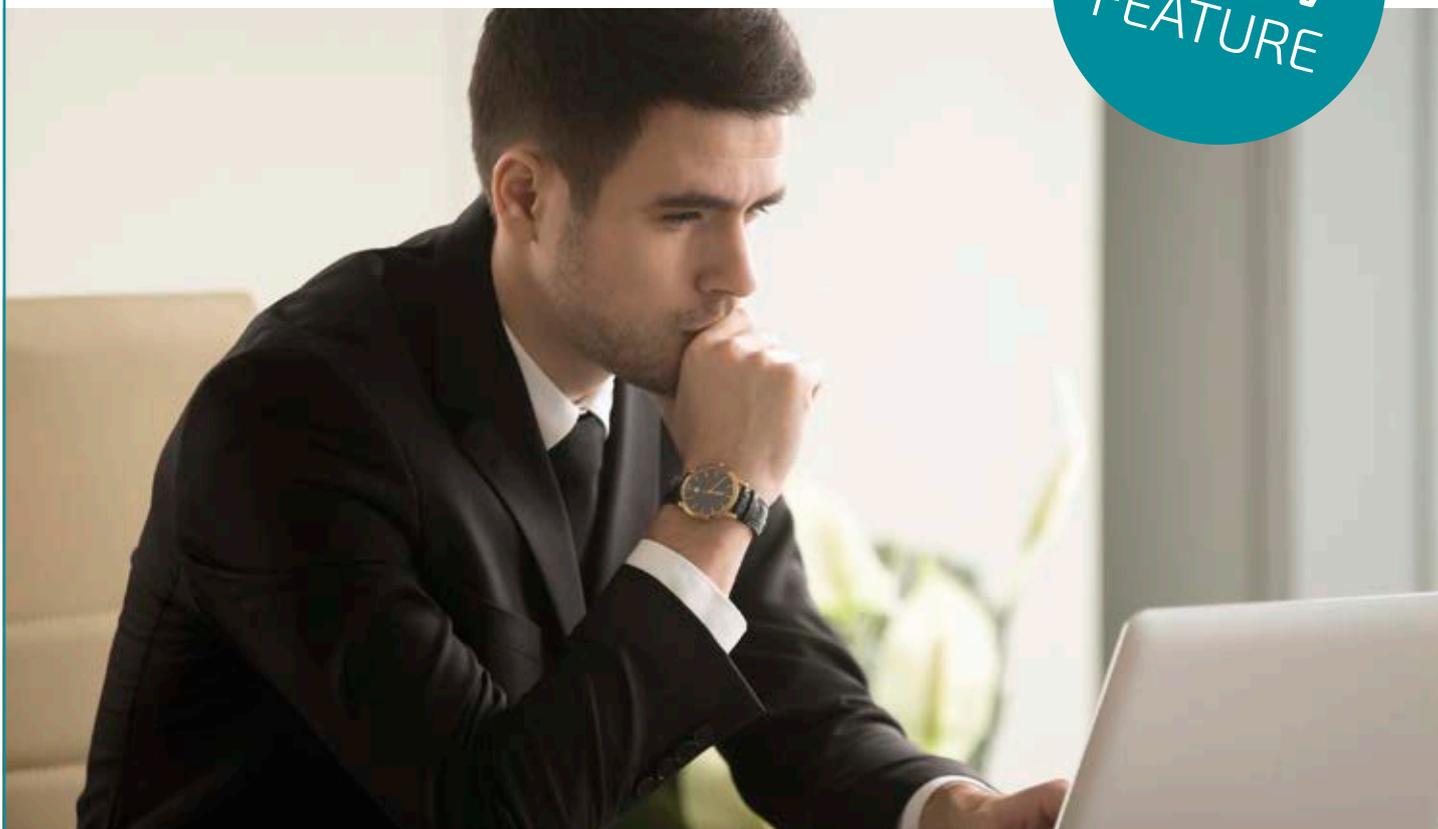
The Dodge Company

Mr Caldwell (Whitchurch, Hampshire)
01256 893 868 • ccaldwell@dodgeco.com
www.dodge.co.uk

Thorley Smith Ltd

Mr D Tonks (Wigan)
01942 243331 • sales@thorleysmith.com
www.thorleysmith.com

NEW
FEATURE



Introducing our brand new Funeral Notice feature

Create a Funeral Notice in minutes with our simple, easy to follow process

Publish the notice where it can be viewed and shared online

The feature is free to use and available now to all independent funeral directors listed on localfuneral.co.uk.

If you're not already registered, call our support team now on **0141 931 6384** or email support@localfuneral.co.uk

Families in your area are online now, searching for a local funeral director
Don't let them drift away