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FUNERAL
DIRECTORS

Insight

FUNERAL
PLANNER

• OF THE •

YEAR

2019

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Insight

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call us on 0345 230 6777 or 01279 726 777**





TERRY TENNENS
SAIF CHIEF EXECUTIVE

Report calls for progressive licensing of funeral directors

The Scottish Government has released the former Inspector of Funeral Directors Natalie McKail's report on the introduction of a regulatory model, which has been long-awaited since December 2018.

SAIF welcomes the report because it is measured, especially as the first piece of funeral director legislation of its kind in the UK. SAIF Scotland's Government Liaison Team has been instrumental in representing Independents across Scotland from various consultative roundtables, short-life working-groups, presentations at regional meetings and ongoing dialogue with the Inspector, Burial and Cremation Team, and the Social Security Policy Team.

The Inspector recommends that three outputs occur from the Burial and Cremation Act of 2016:

1. The Code of Practice in Scotland becomes a statutory working instrument. This means that all funeral directors will be measured by one Code of Practice, with one standard performance indicator.

2. An inspection and enforcement regime will be developed by the Scottish Government. We are unclear who the authority will be who manages the inspection regime of funeral directors. The Scottish Government has indicated there is an important role that the trade associations have in ensuring training and monitoring standards for member firms. The enforcement will have far reaching powers, from powers of entry and redress to clients, to suspension of operations and closure of the business.

3. Progressive licensing of funeral directors. The recommendation is that the business is registered, and a competent person identified within the

business. The Inspector recommends a Government business activity order so that any organisation that acts as a funeral director will need to be registered. Furthermore, there will be individual practitioner checks. The proposal is that there will be a three-year starting cycle, after the implementation of the licensing scheme, which is likely to take two years to instigate. During the second three-year cycle any learning adjustments are made to the scheme and thereon every funeral director in the process will need to become licensed. We will keep you posted on developments.

The Funeral Services Consumer Standards Review Group (alias Review Group), for which SAIF and the NAFD hold the joint secretariat, continues to work through developing a joint Code of Practice for the rest of the funeral services profession. This is based on the Scottish Government's draft Code of Practice. Working Group A, which has representatives from across the sector plus consumer protection organisations and regulatory professionals, is reviewing the quality assurance inspection regimes across the sector.

Working Group B commences in September, looking at the matter of developing a common template for funeral costs so that the consumer can assess fees from one business to the next. Also, Working Group B will be reviewing online pricing and making recommendations to the profession.

SAIF is represented at all levels and within each working group.

The analysis of the working documents produced from Working Group A and B will be scrutinised by a Stakeholder Reference Group for professionals in and outside the funeral sector.

Lewis Shand Smith is our independent Chair and Natalie McKail is the Chair of Working Groups A and B. We hope that the conclusions to the recommendations will be known in November this year. The Competition & Markets Authority (CMA) is an observer to this group.

HM Treasury and CMA consultations have been submitted by SAIF's Regulatory Taskgroup.

Please ensure you attend your nearest SAIF Regional Meeting or look out for the forthcoming webinars. Paul Allcock is due to lead one later this year on the latest news of Government regulation and its impact for member firms. And, of course, read the updates in this magazine.

It is now 30 years since the formation of SAIF promoting and protecting independent funeral directors.

September 1989 was the beginning of the National Society. We have a list of Fellows of SAIF, men – and one woman – who have shown unstinting service for the cause of the independent and family funeral director. Our National President, Jim Auld, often remarks that when he commenced some 25 years ago, the advice he received from the late Andrew Harvey (one of the founders of SAIF) was "join SAIF, get involved, attend the meetings and be a part of shaping the profession".

We are grateful for the legacy SAIF has in exclusively representing and being a voice for independents. ●

Best wishes,

terry@saif.org.uk



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SUZANNE GRAHAME
GOLDEN CHARTER CHIEF EXECUTIVE OFFICER

Celebrating Independents

On the eve of the SAIFCharter AGM and 25th Funeral Planner of the Year Awards, it's striking to look at the variety of ways Independents have distinguished themselves over the year.

Our work this year to partner with you and be more focused and flexible in our support for you has had a knock-on effect: supporting you in a wider range of areas has highlighted to me the innovation and work you have been putting in to those areas.

Some of you are out in front of regulation, whether that's engaging through SAIF and Government Liaison Officer Paul Allcock, or direct involvement with groups as is the case with SAIFCharter Executive nominee James Morris, who is sitting on the Scottish Parliament's Cross-Party Group for Funerals and Bereavement on behalf of all of us. Regulation is becoming a reality for us now, so it is encouraging to see and hear about those who are already deeply involved in preparations, with the customer at the heart of that thinking.

This year has also been about building up the vital work you do in the community. David Martin Funeral Directors in Eyemouth took bereavement support up a level, hosting a seminar from Dr Bill Webster that brought together their business, Grief Journey and Golden Charter and I'm sure will have a lasting impact on the community.

Others are using tools to reach the community in new ways: we've even seen micro-targeted Facebook campaigns sitting alongside billboard advertising. All part of the new and flexible support that we offer to funeral director partners. Pulling out to

“REGULATION IS BECOMING A REALITY FOR US ALL NOW”

Suzanne Grahame

the national level, Independents as a whole also raised around £100,000 for The Royal British Legion and Poppyscotland through plan sales in 2018/19.

We've partnered to make a difference to the Armed Forces community, to your local communities, and to the families you serve directly, as increased choice and price transparency give them a better understanding than ever.

Awarding excellence

These achievements are of huge importance – to families first and foremost, who we know value what you do for them and their communities. Once again, families are using our satisfaction surveys to tell us the service they get from independent funeral directors when purchasing a Golden Charter plan is second to none, and increasingly so: remarkably, 99% of your new customers over our latest full quarter told us they were satisfied with their planning experience, an all-time high.

That is why this year's Funeral Planner of the Year Awards come with a difference. We don't simply want to celebrate your progress in plan sales; key though that is for protecting your future market, we also want to acknowledge

the great work this year's partnership approach has unearthed.

We have dozens of shortlisted entries for our new awards categories, covering cornerstones of success such as Family Business of the Year and Staff Training & Development, alongside newer developments such as Green Responsibility and Best Online Campaign. Each sees an expert judge from the UK business world selecting the applicant who best exemplifies the quality Independents represent alongside the innovative thinking your work increasingly entails.

I look forward to the winners being revealed on Saturday 21 September at what I know will be another wonderful ceremony, and I hope to be able to speak to as many of you as can attend the AGM weekend.

This month sees Julian Walker step down as SAIFCharter Chair, following six years of dedicated service on the SAIFCharter Executive. What could be a more fitting symbol of the changing times in which we find ourselves?

I am extremely grateful for all Julian has done, and I know I join with Independents across the UK in thanking him and wishing him the best.

As we embark on a complex future, with a new Chair, it is my experience of your exciting, varied, innovative work this year that tells me the independent profession will rise to meet whatever comes our way. ●

suzanne.grahame@goldencharter.co.uk

Reporter

FUNERAL PLANNER OF THE YEAR + CREMATION COSTS
+ REPATRIATION + RACING FUNERAL DIRECTOR BACK
IN THE SADDLE + CREMATORIUM ANNIVERSARY

FUNERAL PLANNER • OF THE • YEAR 2019



JOIN US FOR A NIGHT TO REMEMBER

This year's Funeral Planner of the Year Awards will return to the capital for an evening of celebration at the luxurious Royal Lancaster London.

On 21 September, host Gyles Brandreth will welcome more than 400 guests from the UK and Ireland, who will come together to celebrate the achievements of independent funeral directors over the past year, in

funeral planning and beyond. Gyles is a great fit for the role of host, not least because of his background as a writer, TV broadcaster, actor, former MP and Lord Commissioner of the Treasury, but also because his grandparents belonged to the Kenyon family, giving him a life-long connection to the funeral business.

You will find all of the nominees in this month's special pull-out

in the centre of this magazine. In addition to the highly competitive regional and national awards, this year's ceremony will include new categories highlighting excellence in areas such as entrepreneurship, environmentalism, education and innovation.

We wish everyone the best of luck - don't miss next month's *SAIFInsight* to see pics of all of the action!

NEW
CATEGORIES

New categories for 2019

The winners of this year's six new quality-focused awards will be selected by experts in each field.



Former MP Gyles will be an entertaining host at the event



1



2



3



4



5



6

1 Best Online Campaign

Judged by Peter Houston, digital marketing and publishing specialist

3 Innovative Business Strategy

Judged by George R Elliot, business leader specialising in transforming business

5 Young Entrepreneur of the Year

Judged by Roz Cuschieri, Chairwoman of Social Bite

2 Green Responsibility

Judged by The Woodland Trust, the UK's largest woodland conservation charity

4 Staff Training & Development

Judged by Chris Parker, Chair and co-founder of the IFD College

6 Family Business of the Year

Judged by Sylvia Marshall, founder of global enterprise, Able Training International

Vicki and Marcus will stand up to cancer

Last year's national Funeral Planner of the Year winner is hoping she can bring some luck to four of her local charities. Vicki Fraser, of John Fraser & Son, has agreed to take part in Highland Hearts Of Gold, an event which brings four charities together for one cause.

Marie Curie Scotland North, Maggie's Highlands, Highland Hospice and Macmillan Cancer Support Scotland will all benefit from the fundraiser which features four brave ambassadors from each charity taking to the stage to share their stories of living with illness,

dealing with grief and the celebration of life and survival.

Vicki will be speaking on behalf of Marie Curie about her personal experience of the charity who supported her in her dad's final days. Vicki's son Marcus will be there to support his mum and will take to the catwalk in memory of his grandad.



The event takes place on Saturday 22 February at the Drumossie Hotel, Inverness. See [John Fraser & Son's Facebook page](#) for further information.



Radio times for Terry

Terry Tennens represented SAIF's members on not one but two radio shows on 12 August, as he was on Radio 5 Live's *Emma Barnett's Show* and Radio 4's *You and Yours* with Winifred Robinson. This is the view he gave Emma Barnett regarding online pricing and transparency of funeral director costs.



People would be surprised to learn that regulation hasn't been the case before
 "We agree. Anyone can set up as a funeral director across the UK currently, so we welcome the CMA investigation, looking at standards and quality. That's really why this review group has been

set up – looking at quality standards, online pricing etc."

In terms of the average cost of a funeral, £4,271 – three times rate of inflation over a decade – why is that?

"There are a number of factors. Part of the funeral costs you've just quoted will be made up of third-party costs,

crematorium, cemetery, celebrants, clergy fees, doctors' fees. We know for example that there's one council in the West Midlands which has increased cremation costs by 18% and burial costs by 54% – in one year. We have written to them to question why. It's partly because councils are cash strapped so they're looking for ways of revenue generation.

SAIF ACQUISITIONS

'SAIF Acquisitions' is a new brokerage service which offers the facility for an independent to sell to another independent.

SAIF members can register with SAIF Acquisitions, if they would like to be placed on the 'approved buyers' register.

If as a SAIF member you are looking to sell your business, contact SAIF Acquisitions, who will then provide you with the buyers in your area. As a seller, you will also be provided with a list of preferred agents, if you so wish, who will act on your behalf.

SAIF will provide the above information but it will be the seller who determines the buyer and, if applicable the agent.

This is an 'opt in scheme' with SAIF claiming 0.5 % of the selling fee to cover costs of advertising and facilitation services.

For further information, please contact Claire Day or Terry Tennens at SAIF Business Centre on Claire@saif.org.uk or 0345 230 6777 in the strictest confidence and with no obligation.



That's part of the funeral invoice the client will get - 30/50% of the cost. The other side is the funeral professionals' fees. Certainly, with regards to the members we represent, their increases have been no more than in line with inflation. There are larger groups."



Winifred Robinson

Where they're just on the make?

"Well, some would say that."

Many funeral directors do not publish their prices online. Do you encourage your members to make prices clear?

"There is some background to this, if I could just explain. Some of our members still use fax machines. I thought they went out about 10 years ago. Often these are the more rural funeral directors and they have been embedded in their communities for decades. They know the families that live there, and so it has not been part of their culture. But it's something we've said that we need to put pricing online. One of the remits of the group that has been formed is to look at a template of funeral costs so you can compare apples with apples, because there is such variation. We need to put prices online and explain the prices better. The Scottish Government has funeral cost guidance, to demystify the language and explanation of the costs."

Would your members welcome it becoming an industry which is not open to anyone and everyone?

"A lot of our members have said it's about time the regulation came in. It needs to be proportionate and sensible and should not marginalise the smaller, family independent funeral director. There's a welcome, open arms, for that because anyone can set up with no experience or training anywhere."

Cremation costs rocket

A new report has highlighted the soaring cost of cremation services at council-run sites. With prices ranging from £392 to £960, costs have risen by nearly a fifth since 2015. Belfast currently has the lowest fee, just £364. Private sector cremations could cost more, according to the Cremation Society, with a top price of £1,070.

Costs had risen in two thirds of areas since 2018 and, adjusting for inflation, prices were up by 11% on average since 2015.



Milton Keynes

Between 2010 and 2015 cremation prices rose by a third across 170 local councils. Council fees are mostly reinvested in cemeteries and crematoria, according to the Local Government Association.

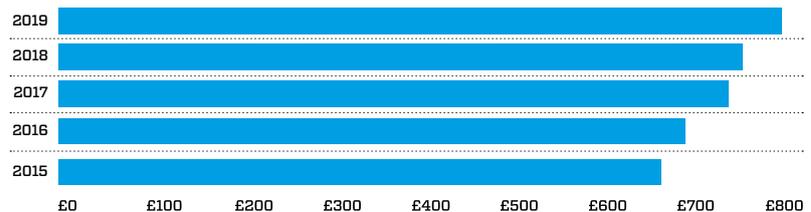
THE MOST EXPENSIVE CREMATORIA IN THE UK

Crematorium	Latest price as of April-August 2019
Milton Keynes	£960
Barrow-in-Furness	£959
Pontefract	£937
Wakefield	£937
Bath	£934

*Note: Data for council-owned and operated crematoria only
SOURCE: BBC RESEARCH*

AVERAGE COST OF PUBLIC CREMATIONS

The (median) basic cremation charge across 183 crematoria



SOURCE: CREMATION SOCIETY/BBC RESEARCH

Celebrants scoop awards

The winners and runners up in the National Celebrant Awards were announced at the Awards Gala Dinner at Highgate House, Northamptonshire, on 15 August.

The judges in the funeral categories were Dr Hannah Rumble, Alun Tucker and Natasha Bradshaw, who did a terrific job in finding worthy winners from the hundreds of nominations received.

The winners were:
Most Promising Funeral Celebrant
Deborah Page

Celebrants' Choice
Wayne Evans

Funeral Directors' Choice
Sharon Weaver

Influencing the Wider Profession
Sharon Weaver

Outstanding Funeral Celebrancy
Sally Ward



Full details of the event and the winners are at celebrantsconvention.co.uk/the-national-celebrant-awards

Repatriation reminder

Scottish funeral directors urged to revisit regulations

On the back of some recent cases it has handled, the Death Certification Review Service (DCRS) in Scotland has requested a message is communicated regarding a funeral director's obligations when they have been appointed by a family to handle a repatriation.

There is a set procedure for cases where someone Scottish dies abroad and their body is being repatriated to Scotland for cremation or burial. In all cases, an application must be made to DCRS.

Deaths abroad

Deaths outside of the UK must be registered according to the regulations of the country where the

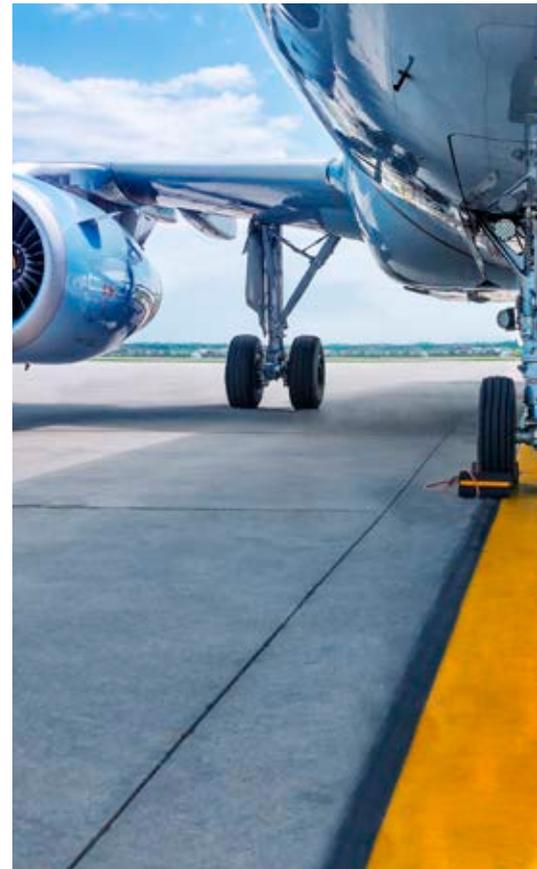
death occurred. Before you can have a body repatriated to Scotland, you will need to obtain the death certificate or equivalent and authorisation for the removal of the body from the appropriate authorities in the country where the death occurred.

The Death Certification Review Service, run by Healthcare Improvement Scotland, is responsible for checking relevant paperwork and authorising burial or cremation of people who have died outside of the UK and have been returned to Scotland.

From 14 September 2015, in accordance with Scottish Government Statutory Guidance 2015, supporting documents for repatriation of deaths abroad must be certified.

The process

The person applying for authorisation to bury or cremate (often a funeral



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Unique TV documentary asks for your input

Filmmakers Naked TV have been commissioned by Channel 4 to produce a mini-series capturing the journey of six terminally ill people who create incredible experiences to comfort the loved ones they are leaving behind.

With the working title *Ghost*, the series will run as three 60-minute films and will feature cutting edge holographic techniques to enable the messages to be delivered after death.

The team is looking for individuals who are terminally ill, but have plans in place for their death.

"Working closely with British psychologists, bereavement experts and holographic technology we've

created an opportunity to enable some families to see and remember their relative or friend looking and sounding vibrant and healthy in vivid 3D holographic form," said Simon Andraee, format creator and CEO of Naked TV.

"We plan to deliver a personal message that could only come from them. We feel very privileged that the contributors have let us share their loss, and we hope the messages their loved ones have left comfort their families, help them cope with their grief and inspire them throughout their lives"



If you would like to get involved with this initiative contact messages@nkdtv.com



director or arranger) must supply the review service with the following:

- A completed application form
- A post-mortem examination application (if applicable)
- A completed declaration

The person applying must also supply the review service with certified copies of the following:

- The death certificate (or equivalent) and/or certificate of registration of death (issued by the country where the person has died)
- Passport of the deceased (or equivalent identification)
- A completed Form A for cremations only (application for cremation)
- Any other relevant paperwork

Assistance with post-mortem examinations

For some deaths that occur outside of the UK the paperwork provided by the country where the person died may not contain information on the cause of death. If, following reasonable enquiries, the cause of death is still not clear, the family may be able to apply to the review service for assistance (including financial assistance) to arrange a post-mortem examination.

This may help to establish the cause

of death. This is not an investigation of a “suspicious” death.

An application form, *Assistance with post-mortem examinations*, can be downloaded from the web address below and electronic copies of these documents should then be emailed to the review service at dcrs@nhs24.scot.nhs.uk, or posted to the DCRS at the postal address below. For a post-mortem to be undertaken a further consent form will need to be completed after a face to face discussion with a doctor. For information about post-mortem examination and the areas that will be discussed see the information leaflets at www.pathology.scot.nhs.uk/postmortems/forms.htm

▼
Further information on deaths abroad can be found at www.healthcareimprovementscotland.org/our_work/governance_and_assurance/death_certification/review_service_information/deaths_abroad.aspx
The Healthcare Improvement Scotland Death Certification Review Service is at Norseman House, 2 Ferrymuir, South Queensferry, EH30 9QZ.

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SAVE THE DATE

SAIF Nextgen meeting
 20th September, 6.30pm
 Beech Suite of the Royal
 Lancaster Hotel, London

SAIF / Aviva event
 26th September, 4pm-8pm
 These masterclass events are
 for SAIF members and SAIF
 Nextgen, feature Aviva key note
 presentations, Q&A and buzz
 groups at The Aviva Centre,
 Brierly Furlong, Stoke Gifford,
 Bristol BS34 8SW. Places are free
 but must be booked at Eventbrite
 or call SAIF Business Centre on
 01279 726777.

Regional meeting
 2nd October 2019, 6.45-10pm
 Meeting and meal at the Mercure
 Hotel, 8 Tonbridge Road, Pembury,
 Tunbridge Wells TN2 4QL.

SAIF executive meeting
NOTE DATE CHANGE
 26th November
 Venue TBC, contact Angela
 Camp on 0345 230 6777.

Paul's passion for life has been rekindled

Riding horses and helping families give Paul Robson a buzz



Funeral Director Paul Robson, 36, is back in the saddle and came second in his first National Hunt race at Kelso this year, after retiring as a professional jockey 14 years ago.

Paul, who runs Robson's Funeral Directors in Hawick in the Scottish Borders with his father and mother, raced professionally since he was 16 until injuries to his shoulder stopped him in 2005. During his four years as a professional, he competed in more than 600 races, riding 89 winners.

To prepare to return to the sport, Paul put himself through a punishing training programme to lose two and a half stone and to get fit enough to endure the rigours of jump racing. Some days he is up at 4am to cycle 60 miles

and also ride, allowing him to get into the office at 9.30am.

Paul said: "I've never been fitter than I am now and when I was back on the horse it was like I had never been away. My racing brain kicked in immediately and I was able to pace myself and get in position to take second place."

However, Paul is not going to forsake his hearse for a horse as his funeral business is the number one priority in

DEATH NUMBERS DOWN

About 24,000 fewer people have died in the UK in the first half of this year, a 7% decline on last year, according to Office of National Statistics figures...

England	2018	2019	Scotland	2018	2019
January	60,075	50,383	January	4,831	4,840
February	45,918	42,848	February	3,799	3,975
March	47,726	41,116	March	4,061	3,818
April	43,478	41,164	April	4,187	4,013
May	39,951	41,503	May	4,484	4,353
June	37,213	36,180	June	4,286	3,890
July	38,059	39,604	July	4,473	4,595
Wales	2018	2019	N. Ireland	2018	2019
January	3,945	3,389	January	2,102	1,565
February	3,169	2,848	February	1,456	1,301
March	3,405	2,699	March	1,487	1,345
April	2,905	2,787	April	1,281	1,354
May	2,734	2,331	May	1,166	1,349
June	2,466	2,839	June	1,146	1,118
July	2,562	2,579	July	1,149	1,243

✓ See figures for the past decade at www.ons.gov.uk

A member's gratitude

Some members go the extra mile to help one another in times of need - just as they support their customers, they go out of their way to support each other.

Take the experience of member Ian Milne, of Milne Funeral Services in Northern Ireland. When a family illness meant he had to rush to England, he wondered who he could turn to for help. His mind turned to fellow funeral directors Jeremy West, a long-time friend and mentor, and Gary Neill, whom had hosted in Northern Ireland 20 years before.

"I was in desperate need," says Ian. "Two names jumped into my mind and, as Gary was closer to where I had to be in England, I rang one of his branches. Less than an hour later Gary was on the phone. Nothing was too much trouble - in fact his offer of kindness was amazing. I hope to meet up with the men again to thank them for their kindness."

✓ Do you have someone to thank? Email claire@saif.org.uk

“AFTER RACING I WAS LOST - I NOW ENJOY GETTING EVERYTHING JUST RIGHT”

his life. “When I stopped racing, I was lost. I tried lots of things to get that adrenalin buzz again, but training as a funeral director and working with families, I started to enjoy the pressure this brings to get everything just right for them.

“We work to extremely high standards and are justifiably proud of the service we give our families and this focus on giving a high quality of service drives me on.”

Paul’s family business was founded by his great-great-grandfather in 1877 as a joiners and funeral directors, but over recent generations the business focused on joinery. When Paul joined the firm they decided to diversify and relaunched the funeral business in September 2009. Today, six staff conduct about 150 funerals each year. Now that the funeral business is



Left to right. Ryan Nichol (ex jockey), Paul Robson, Ross Walsh and Paul’s father Adam Robson

firmly established in the Borders area, Paul felt it was time he could return to his passion for horseracing.

He explained: “I felt I had unfinished business as I had to retire so early in my career so I’ve been training hard to get into shape and I’m enjoying racing again. I plan, pick and choose my races over the coming season because my commitment to the funeral business will always take precedence.”



Paul racing at Kelso

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Welcome to Funeral Guide

After six years of helping the bereaved as Funeral Zone, our name has changed to Funeral Guide.

Our new name reflects the guidance and support we provide as the UK's definitive online funeral resource and our mission to help the bereaved.

As Funeral Guide, we will continue to help funeral directors through our listings, online obituaries, donations and our verified reviews.



Listings



Reviews



Obituaries



Donations

VIPs gather to celebrate crematorium anniversary

West Suffolk Crematorium opened for business on 31st July 1989 and so has been serving West Suffolk and surrounding areas for 30 years. Westerleigh Group was proud to mark this significant milestone with a weekend of events.

A Prosecco reception and buffet supper was held in the hospitality suite at the crematorium on Friday 2nd August with around 65 guests attending, made up of local funeral directors, clergy and celebrants together with a number of VIP guests representing the funeral service industry. Special guests were Peter Elmes who first had the idea of building the crematorium in the mid 1980s and went on to be the first managing director, and Chris Johns who was the first manager. Following the drinks reception, there was an opportunity to take a tour of the site which included both chapels, the crematory, the grounds and the hospitality suite. Two groups were taken around each, starting in a different chapel.

The history of the crematorium:

Peter Elmes, of L. Fulcher and Company, whose vision it had been, managed the project on behalf of the highly respected funeral company J. H.

Kenyon of London. Peter as a busy funeral director was frustrated by the journey time taken from Bury St Edmunds to Cambridge Crematorium and so set up a working group to look into the feasibility of building a new crematorium close to Bury.

The owning consortium at that time was made up of 80% Kenyon Securities, 10% Pompes Funebres Generales (i.e. a French corporate undertaker) and 10% The London Cremation Company, owners of the world-famous Golders Green Crematorium. The company traded as West Suffolk Crematorium Company Ltd.

The local architects were Hugh Thomas Associates in Bury St Edmunds and he and his colleague Mark Miller were regular visitors as work progressed with the main contractor Bakers of Thurston. Shortly after opening, major change to the British funeral industry occurred with the amalgamation of several companies including J H Kenyon into the PHKI Group which included the French PFG company and ultimately this conglomerate became SCI and then Dignity Funerals.

Not long after PHKI was formed it sold the crematorium to its present owners Westerleigh Group.

The design of the buildings has

proved to have worked well over the last 30 years and the St Edmunds Chapel still looks fresh today.

The crematorium very soon became established and has always provided a first-class service to the bereaved. In 2015, the decision was made to design a second chapel so as to help reduce the waiting time for services at peak times and the plans included a hospitality suite.

The Abbey Chapel was opened in March 2018 followed by the hospitality suite in June 2018. The builders were excellent and over the 18-month construction period the crematorium operated as usual with no interruption to services.

The 30th anniversary of the crematorium serving the community was also the 30th anniversary of Royna Hill working at the crematorium. Royna joined Chris on day one and she has now been the manager for many years.

A presentation was made to Royna to mark this very significant milestone of service to the bereaved and I was proud to be able to make this on behalf of all of her Westerleigh colleagues.

A splendid buffet supper was enjoyed by all and the last of the guests departed at around 10.30pm.

ALAN JOSÉ



L-r: David Barrington, President NAFD, Chris Johns, Alan José, Royna Hill, Peter Elmes, Prof Hilary Grainger, President of Cremation Society of Great Britain, John Proffitt, President Federation of Burial and Cremation Authorities, Alun Tucker, Chief Executive Funeral Furnishers and Manufacturers Association, Terry Tennens, Chief Executive SAIF.

Funerals hitting the headlines

Belfast

The funeral of highly respected journalist and peace campaigner Ciaran McKeown took place in Belfast on 5 September. He was best known for his work as a peace activist who helped found the Peace People organisation in the 1970s.

Bradford

A procession of helicopters flew over Bradford city centre on 4 September to honour an RAF war hero whose funeral was being held in the city. Master Aircrew Tim Shooter had served in the Royal Air Force for 33 years and mourners watched a flypast of two Chinook dual-rotor helicopters and a Puma HC2 helicopter to mark his passing.

Blackpool

Stars of stage and screen paid their final respects to singer and entertainer Joe Longthorne as he was laid to rest. Among those to gather for the service were Nolan sisters, Anne, Linda and Maureen, veteran TV presenter Roy Walker, *X Factor*'s Christopher Maloney, actor Ricky Tomlinson and comedian Roy 'Chubby' Brown. Hundreds of people turned out on the streets of Blackpool to line the route of the funeral procession.

El Paso

Two weeks after the El Paso massacre, hundreds of strangers attended victim Margie Reckard's funeral after her husband, Antonio Basco who was left with no family, invited the public. Crowds of strangers offered Basco words of support, or a simple hug.

Pontypool

Floral tributes in the shape of a McDonald's Happy Meal, bottles of Jack Daniels and Grey Goose, and a giant boxer were driven through the streets in honour of a title-winning amateur boxer Shane Thomas. Streets were brought to a standstill on 5 September as the horse-drawn carriage carrying the coffin and flat-bed trucks bearing the floral tributes were driven from Pontypool to Cwmbran.

Bereavement group celebrates 10th anniversary at tea party

The bereavement group established by Crowborough's independent funeral director, Tester & Jones, celebrated its 10th anniversary with an afternoon tea at Barnsgate Manor on Saturday 24 August, which was attended by Crowborough's Mayor, Councillor Greg Rose, as well as more than 50 members of the group.

The anniversary was marked with the planting of a red maple tree 'Autumn Blaze' in the grounds of Barnsgate Manor by Councillor Rose, while he also unveiled a commemorative plaque.

"We wanted to mark the occasion in a special way and it seemed appropriate to plant the tree at Barnsgate Manor, as the team there has been a huge support to our group over the years, providing the location for our monthly get-togethers," said Glenys Jones, co-founder of Tester & Jones.

When Glenys and co-founder Stephen Tester launched the company in 2004, they wanted families to know that the door was always open for them and that they could pop in after a funeral for a cup of tea and chat.

"Over time, we felt that we could be doing more to support our families," said Glenys. "10 years ago, with the help of Sue Carswell, who is a trained counsellor, we launched our bereavement group."

In addition to the monthly meetings - of which there have been more than 120 in the past decade - members also get together for theatre trips and days out.

"Some lovely friendships have developed," Glenys explained. "They

comfort each other and offer support at times when it's needed.

"Some members have gone on holiday together, while others have accompanied members to hospital appointments, for instance."

Brenda Smart, who has been attending the bereavement group for more than five years, explained how it helps people: "If it wasn't for the bereavement group, there are some members who possibly might not go out socially, so it's fantastic that Tester & Jones launched this service.

"I think we've all become a little stronger, more independent and more confident as a result of the group."

Before the tree was planted, Sue said: "In many ways, this is the worst possible group to have to join, but our members have brought each other love and comfort, and some incredible friendships have been formed over the years."

After planting the tree, Councillor Rose said: "The bereavement group would not have happened without the hard work Glenys, Sue and Stephen have put in to make it such a success.

"This tree commemorates the many loved ones who have been lost over the years and the strong friendships made as a result of the Tester & Jones Bereavement Group.

"As this tree grows, so does the love and support which this wonderful group brings its members."

After the tree had been planted, members of the group were invited to add a little soil in memory of their loved one.



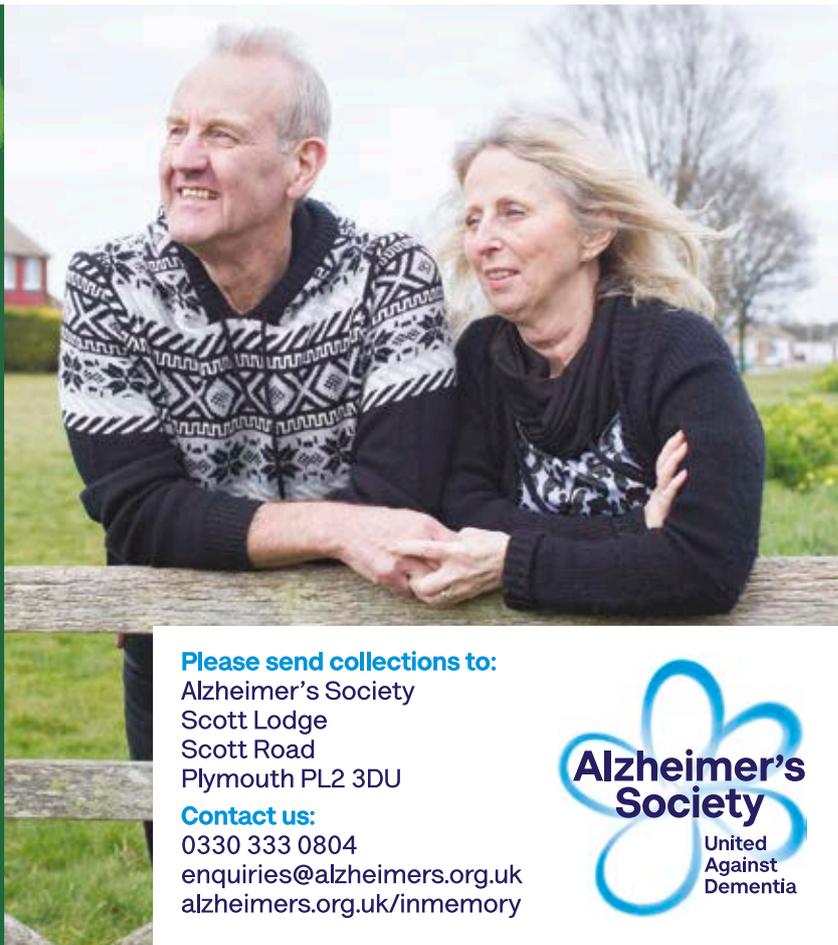
L-r: Stephen Tester, co-founder of Tester & Jones; Sue Carswell, Tester & Jones Bereavement Group; Councillor Greg Rose, Mayor of Crowborough; Glenys Jones, co-founder of Tester & Jones; Gary Mitchell, Operations Manager, Barnsgate Manor

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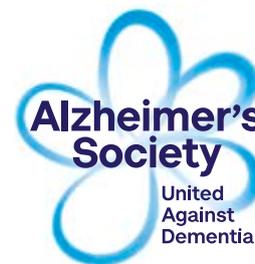


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THE DIGNITY, FAIRNESS AND RESPECT APPROACH IS WELCOME

WORDS: JIM AULD, SAIF NATIONAL PRESIDENT

Well, September is upon us, where did summer go? I haven't done any travelling for SAIF since the middle of July, but that all starts again with a bang next week.

I looked back on last month's article, where I had hoped I would get a chance to enjoy time working in the garden. Instead, I have been barely able to cut the grass – unfortunately the west of Scotland has not been blessed with the same weather as the south. There have been no two dry days together and in fact, at one burial, I got the worst soaking I've had in many a year.

Last week, I had a meeting with the local manager for Social Security Scotland. Social security policy in Scotland has been devolved from Westminster to Holyrood. Now Funeral Expense Payments and processing of those in Scotland is due to be transferred from the Department for Work and Pensions this summer, but a date has not been confirmed as yet.

Rebranded Funeral Support Payments,

it was one of the first devolved benefits, with the first payments due to commence by the 'end of summer 2019'. Among the differences between the new Scottish benefit and its UK equivalent are:

- The Scottish Government has linked Funeral Support Payments to the rate of inflation, with a £21 increase in the £700 'other expenses' element of the benefit projected for 2020
- Social Security Scotland has committed to processing applications within ten working days
- The Scottish Government has widened eligibility, estimating that an additional 2,000 people each year will gain entitlement. This is primarily due to the decision to allow people on eligible benefits to apply for Funeral Support Payments, even if another family member on the same level of family hierarchy (for example, a sibling) is in full-time employment and considered able to pay for the funeral.

While there is no increase in what is being paid, the fact that the payments will rise by the rate of inflation is at least something, and the commitment to processing payments within ten working days will help alleviate a long period

of uncertainty for families and funeral directors. Social Security Scotland's motto is 'Dignity, fairness, respect', as the act recognises social security as a human right.

Staying in Scotland, members are reminded the consultation period on the draft code of practice closes on 20 September so if you haven't already looked at the document and commented on you can do so at www.gov.scot/publications/funeral-director-code-practice

As the month continues, I look forward to attending the regional meeting in Essex and then on to London for the SAIF Charter AGM and Golden Charter Funeral Planner of the Year awards. I hope to see you there! ●



“PROCESSING PAYMENTS WITHIN TEN WORKING DAYS WILL HELP ALLEVIATE A LONG PERIOD OF UNCERTAINTY FOR FAMILIES AND FUNERAL DIRECTORS”



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HOME IN A COT. I DON'T
WANT A COFFIN

”

WORDS: OSCAR MALT, JEANNETTE
LITTLEMORE, SHEELAGH MCGUINNESS



Supporting bereaved parents in arranging funerals following miscarriage or stillbirth

The loss of a child, either as the result of a miscarriage, termination of a much-wanted pregnancy for reasons of foetal anomaly, or stillbirth, can be one of the most difficult emotional challenges anyone will ever have to face. It can leave people feeling confused, angry and isolated. Amid this emotional chaos, it can be difficult for people to make clear and coherent decisions regarding what to do with their child's remains/body and whether they wish to have formal ceremony, for example, a funeral.

This process can be very stressful and is one parents are unprepared for. Given this, many parents feel they are rushed into making decisions they are not yet ready to make or are unsure about. Questions about coffins, flowers, music or readings can all be overwhelming, especially when they have yet to fully comprehend that their much-wanted pregnancy has ended with an outcome they had not envisioned.

It is vital that people get the best support possible from those who are there to help them; funeral directors and crematoria managers can be among the most important points of contact and can have a huge impact on parental experience of bereavement.

These observations are based on the findings of the 'Death Before Birth' research project, which examined the ways in which people deal with pregnancy loss and the consequent decisions they made concerning what happened to their baby after death. 35 people who had experienced pregnancy loss of some form (miscarriage, termination for reasons of foetal anomaly, and stillbirth) were interviewed with the aim of gaining greater insight into the decisions they made and any challenges that they faced.

Whether or not to have a funeral or formal ceremony attached to burial or cremation can be an important part of the bereavement process. However, many of those we spoke to had mixed feelings about the experience. By facilitating active decision-making and keeping parents informed and supported, funeral directors and crematoria managers can ensure a more positive experience that helps create important memories.

What parents need to know

Many of the parents we spoke to told us they knew very little about the rules and procedures involved in burial or cremation of the remains or body of their child. Often, they were not sure whether they had to have a funeral or whether they could bury the remains or body on private property. The legal distinction between miscarriage and stillbirth often led to increased confusion and distress.

Many reported being unsure about the level of agency they had in the process; for some this was as a result of being unaware of what was required and what was optional, for others this was because they were unprepared to be making decisions of

this sort at a time when they had expected to be bringing home a live baby.

Big decisions included whether to have a public or private funeral, whether or not to attend themselves, and whether or not to invite family and friends. One particular area of confusion was what was meant when hospitals stated that they could have a 'shared' cremation or burial. One parent was opposed to the suggestion because "it just kinda felt like he'd be dumped with a bunch of babies into a hole". They were not aware that, during these burials, an area of soil is left between each child.

Another parent remembered being particularly confused about who was responsible for the obtaining child's coffin, telling us: "I thought I had to do that all on my own."

In cases where parents could not attend hospital-arranged burials or cremations, often they were not sure about any ceremonial aspects, for example what sort of music was played or whether there were any readings: "Apparently they play nursery rhymes ... as the music?" These are indicative of the wider issue evidenced: parents are often unaware of the options and support available to them and as such may fail to fully utilise them.

In order to prevent this sort of thing happening, parents need to be kept as informed as much as possible. Following the loss of a child, "your brains aren't really functioning like they normally do" (as one parent put it) and as a result it may not occur to many parents to ask certain questions about the funeral-planning process. Those who are there to support parents during this emotionally challenging time can help by keeping them constantly up-to-date and making sure all their queries are answered and, where appropriate, anticipated.

What sorts of ceremonies might people want to have?

For parents who have experienced pregnancy loss, a ceremony – whether formal or informal – can be an important opportunity to create valuable memories. As one parent put it: "Even though he's gone, you need to be creating those memories that are gonna stick with you forever."

Those we spoke to went about doing this in a range of different ways: some, for example, chose to read a poem or letter to their child during the ceremony, while others preferred that a particular song be played or insisted on dressing their child before the service.

One parent chose for her child to be buried with a five pence coin and told us "I'll always have a 5p in my purse" to serve as a permanent memory. Although symbolic, these pieces of personalisation serve as priceless souvenirs.

Many of the parents we spoke to felt that they did not realise the significance of these acts of memorialisation at the time and thus failed to take full advantage of the opportunities available to them. For example, one interviewee said: "I'll always think of him as my son but I don't think I was made to appreciate that at the time."

It may, then, be helpful for funeral directors to take a more active role in helping parents to





ABOUT THE PROJECT

In 2016, Birmingham University began a two-year research project called ‘Death Before Birth’ in the hope of informing and improving Government policy, to pave the way to improved care pathways for people who have faced such experiences. The research was funded by the Economic and Social Research Council.

Partners

- The Human Tissue Authority
- The Miscarriage Association
- SANDS (Stillbirth and Neonatal Death Charity)
- Antenatal Results and Choices (ARC)

Project Team

- Dr Danielle Fuller (Principal Investigator)
- Professor Jeannette Littlemore (Co-Investigator)
- Dr Sheelagh McGuinness (Co- Investigator, University of Bristol)
- Dr Karolina Kuberska (Postdoctoral Fellow)
- Meera Burgess (Research Assistant and Project Administrator)

Outcomes

- Informing revisions to HTA Guidelines on the Disposal of Pregnancy Remains
- Reports to key partners to inform training of support workers

memorialise their child, offering suggestions as to how they might individualise the ceremony. Whether parents want to carry their child’s coffin or simply read them a story, these moments can act as important emotional souvenirs and funeral directors can play an important role by helping parents to create these memories.

Objects that have been in contact with the baby can be particularly important for parents, as this parent’s testimony shows: “I was just a little bit annoyed with the funeral home. I can’t remember exactly what it was, the babygro we’d left her in we’d asked to be returned, it might’ve been a blanket, but, um anyway, they washed it and that was something that really upset me because the smell, I wanted that undisturbed. So now I don’t have that sort of memento.”

Burial or cremation?

A key decision parents have to make after the loss of their child is whether to have a burial or a cremation. A number of those we spoke to felt that they did not want their baby to be “burned”.

Others chose burial as a grave provides a physical place to visit in remembrance of their child: a place to “sit with him and reflect”, as one parent put it.

However, one woman we interviewed regretted choosing a burial. She told us: “I can’t tell you how awful it feels every

“I’LL ALWAYS THINK OF HIM AS MY SON BUT I DON’T THINK I WAS MADE TO APPRECIATE THAT AT THE TIME”

winter when he gets covered in leaves and covered in mud.” It seems that, at the time they are forced to make the decision, many parents are unaware of the emotional impact various options can have.

This may be something that funeral directors can help with, by discussing with bereaved parents the consequences, both positive and negative, of both options.

Supporting funerals

Pregnancy loss is usually an unprepared for and emotionally difficult time for bereaved parents. Funeral directors and crematoria managers have an important role to play in supporting and facilitating parental decision-making about options for ceremonies and funerals. ●



People's 'postcode lottery' revealed

Royal London's latest survey reveals huge disparity in consumer costs across the UK

Data gathered for Royal London's report, which came directly from the crematorium and cemetery operators, reveals the significant regional variations in funeral costs as the impact of budget pressures are passed on to consumers. Burial plot shortages remain at crisis levels in some areas and the report calls for Westminster to follow the same path as Holyrood in legislating to permit the sensitive re-use of abandoned older graves as a way of tackling spiralling burial costs in future.

Once again, it seems it is a postcode lottery when it comes to the distribution of the locations with the lowest priced funerals and, without legislative changes, this geographic polarisation of funeral costs looks set to continue.

In addition to the variation in funeral costs at a regional level across the country, there continue to be extreme differences in what funeral directors charge for a similar package of funeral services at a local level. ●



AVERAGE FUNERAL SPEND BY HOUSEHOLD INCOME



10 LOCATIONS WITH THE BIGGEST DIFFERENCE IN FUNERAL DIRECTOR COSTS

Location	Lowest	Highest	Difference
Croydon	£880	£3,195	£2,315
Tooting	£880	£3,195	£2,315
Morden	£880	£3,195	£2,315
Wandsworth	£880	£3,195	£2,315
Streatham	£880	£3,195	£2,315
West Norwood	£880	£3,195	£2,315
Golders Green	£880	£3,195	£2,315
East Finchley	£880	£3,195	£2,315
Mortlake	£880	£2,915	£2,305
Kensal Green	£880	£2,915	£2,305

SOURCE: ROYAL LONDON NATIONAL FUNERAL COST INDEX SURVEYS AND ROYAL LONDON NATIONAL FUNERAL COST INDEX 2019

FEATURE

MAKING LIFE EASIER

Need some tech help or software solutions?
These SAIF members can help...



I WANT TO TAKE THE STRESS OUT OF ADMIN

01 **Evolution FMS** is a software solution created by Oak Technology Ltd. It is an independent family-run business which has been providing funeral management solutions since 1993. The software is created by independent funeral directors for independent funeral directors.

The software will help you reduce the risk of mistakes and drastically cut the time it takes to perform and complete

administrative tasks as you only need to enter information once.

You can create documents, forms, reports and invoices in your preferred layout, analyse important information about your business, and access current and historic information from anywhere at any time.

The system integrates with third-party accounting, calendar and email systems and there are no hidden extras or expensive add-ons. You will also receive free Funeral Notice integration with your own website.

www.funeralsoftware.co.uk



SAIF MEMBER RECOMMENDS

"Evolution FMS has completely changed our business for the better. It is like having a new member of staff that we don't have to pay a salary."

White Dove Funerals



02

Eulogica funeral software systems have

been around for more than 15 years and are currently used by around 400 funeral directors. The firm offers updates, personal support, help and training from people who have worked in the profession.

The team analyses funeral directors' needs and tailors the software before installation. Your most common funerals will be easy to enter. If, for instance, burials at sea are rare, but the release of a dove usual in your area, the team will prepare the system accordingly.

Entirely new services can be created if you have your own unique way of doing things. Staff are then trained how to use the system.

Your products and prices will be added, along with

details of branches and staff, and local information about churches, cemeteries, ministers and so on. Comprehensive descriptions and pictures may be attached to all names, places and products. The software produces the day-to-day documents required when arranging a funeral, including client confirmation letters, estimates, confirmation letters to ministers, as well as the final invoice and covering letters.

The ability to easily track which funerals have been

invoiced and which accounts are outstanding is there at the touch of a button, and reminder letters can also be generated for those accounts which are outstanding.

Eulogica staff are on call with help and advice, plus you'll have access to the latest statutory requirements, developments in professional practice or ideas for improvements communicated by funeral directors, all shared through software updates.

www.eulogica.com



"We have found Eulogica does everything we need and more - it's now an integral part of our company."

**Rodney Beaney,
J. Markfield,
Loughton, Essex**

03

Solemnity is a cloud-based system, designed by London-based Logic Networks Ltd,

which allows you to easily manage your records and much more from any device at any time.

The software is simple to understand and easy to use: you can edit, delete and add records, manage memorial records and even donations for each record, and archive whenever you wish.

A monthly calendar enables you to view any upcoming funerals, events and tasks. All data can be customised, so ministers, religions, cemeteries, locations and services can be input,

and a clear, neat layout allows you to find any record no matter how big your database is. There's also customisable content for invoices, notices of cremation, order of interment and estimates, which can be printed with one click and invoices can be exported into CSV and Excel format so work in Sage or any other accounting system.

Logic Networks offer training and provide subscribers with technical support through email, remote and phone at any time, with the product updated every three months. Data is protected by the firm in full compliance with GDPR.

Subscription packages start at £120 (for five users) and there's no capital expenditure such as paying for servers, domains and hosting packages.

www.solemnity.uk/home.aspx



I WANT TO MAKE DAY-TO-DAY TASKS SIMPLE



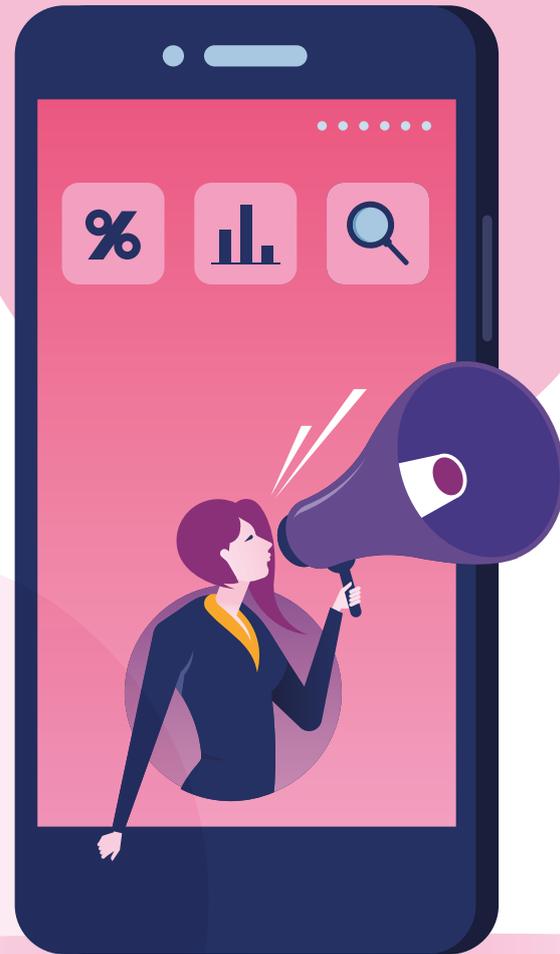
I WANT CUSTOMERS TO FIND US EASILY

04 **Funeral Guide** (previously known as Funeral Zone) is the UK's most visited funeral resource.

The website offers the following features for funeral directors:

- Receive enquiries from the bereaved
- Highlight your services and facilities
- Add high-quality photos and your logo
- Increase exposure on Google search
- Benefit from higher visibility on Funeral Guide
- Provide a value-added service for the bereaved
- Allow families to leave a legacy of a loved one

- Help the community pay their respects
- Streamline your donation processes
- Fully branded service, on your website
- Bring local awareness to your business
- Showcase the quality of your business to the community
- Get verified reviews for your business
- Receive feedback from the bereaved
- Showcase the quality of your offering
- Fully branded service, on your website
- Stand out from other providers in your area
- To find out more, go to www.funeralguide.co.uk



I NEED TO MANAGE DONATIONS EASILY

05 The clever donations management solution **InMemory** by Cloudberry Funeral Management Systems Ltd. can make life simple. Here Adam Males of Chenery Funeral Services, Hitchin, explains what a difference it has made to his company's workload.

Case study

"We started looking at InMemory in 2015 because we were wasting lots of time each month logging, processing and banking donations that came through. We spent about 13-man weeks a year processing.

The InMemory system is easy to learn and

use and it allows us to manage every type of donation – cash, cheque and card. It sits in my website and looks like one of my pages, so it's a seamless journey for the donor and I retain control of the admin end. I also love the fact that I don't have to worry about backing up my system – it's all managed.

I used to acknowledge every donation by post but stopped due to time and cost – now it's automatic, every online donation instantly receives a personalised acknowledgment from me, which enhances our service and costs nothing.

Each donation page takes around 4-5 minutes to set up and provides relevant information for any of the deceased family and friends – biography, photos, charity

details, funeral service information and messages of condolence. It even means that anyone who is unable to attend can easily be involved, too. Gift Aid is added to each donation by checking a box – no more filling out forms – so the total raised for each charity increases instantly by 25%.

In the first year of using the InMemory system, we processed 1,015 donations. 57% of those donations were online and of those 82.2% added Gift Aid, whereas just ten cheque donors added Gift Aid. This is helping to raise awareness of our services locally and, by freeing up admin time, we have been able to leverage that extra time to grow the business."

www.donateinmemory.co.uk

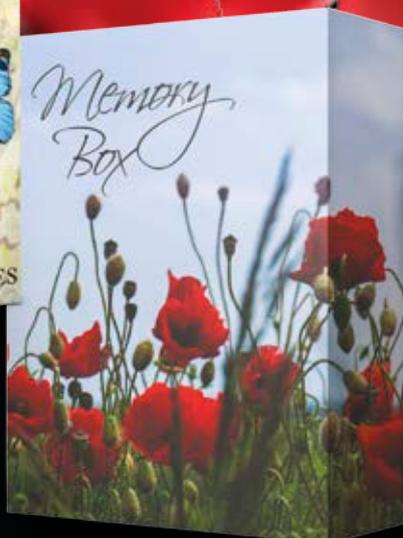
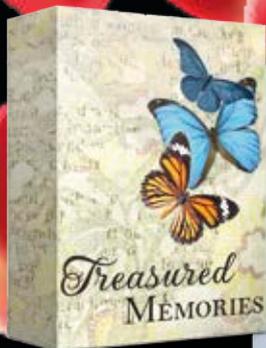
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'No plans' to legalise alkaline hydrolysis

The UK Government has confirmed that it has 'no plans' to legalise alkaline hydrolysis, the potential alternative to traditional flame cremation.

In a written answer to a parliamentary question tabled by Alex Chalk (Conservative; Cheltenham) on whether the Government plans to legalise alkaline hydrolysis, Justice Minister Edward Argar wrote that "the Government currently has no plans to bring forward legislation in this area".

Responding, Resomation CEO Sandy Sullivan said: "While the answer remains 'not yet', our priority is to engage with funeral directors, crematoria and industry leaders to build a consensus on water cremation and its safe introduction in the UK."

In December 2017, Sandwell Council in the West Midlands granted its own council-run crematorium permission to offer water cremations, only for the proposals to be struck-down by Severn Trent Water, which refused the council a permit to produce liquid waste.

While Resomation has said that wastewater produced by its machines does not contain human DNA, Water UK, the water industry trade body, has said it is 'not convinced', commenting: "It is the liquefied remains of the dead going into the water system. We don't think the public will like the idea."

Water cremation is legal in four Canadian provinces and 20 US states, with California expected to legalise the process this year.

CALL FOR NATIONAL ACCREDITATION SCHEME IN SCOTLAND

FUNERAL DIRECTORS' WATCHDOG RECOMMENDS NEW REGIME FOR NATION

Scotland's outgoing Inspector of Funeral Directors, Natalie McKail, has called on Ministers to establish a national scheme of accreditation for the profession which would be the first of its kind in the UK.

Referring to the Burial and Cremation (Scotland) Act 2016 as a "potent platform for change", Ms McKail's long-awaited report recommends the Scottish Government uses powers within the legislation to progressively rollout a licensing scheme for funeral directors.

A new licencing authority would oversee a "risk-based" regulatory approach, focusing its resources on firms believed to pose the greatest risk to the bereaved and deceased. The Government would grant three-year licenses to each business linked to a single "competent person" rather than to all individual funeral directors, keeping

implementation costs low during the first three-year cycle.

However, with an eye on the future, the former inspector further recommends that, on completion of the initial three-year cycle, ministers consider introducing individual practitioner licences conditional on practitioners holding an accredited qualification. To encourage consumer-led oversight, families would be able to search a publicly accessible register to check that people offering funeral services are fully qualified and licenced.

Third sector leaders have welcomed Ms McKail's proposals, with Age Scotland Director of Services Michelle Supple noting that, while "extremely rare", the current system "does leave room in theory for less scrupulous operators".

If accepted by Scottish ministers, Ms McKail's proposals will go before a parliamentary committee for final approval, with first the first phase rollout expected to commence by December 2020. ●

CHILD FUNERAL FUND FOR ENGLAND OPENS

On 23 July, a year on from then-prime minister Theresa May's announcement that there would be a Child Funeral Fund for England, the UK Government formally launched the scheme.

Like the well-established schemes in Wales and Scotland, the Child Funeral Fund for England will cover the cost of a burial or cremation for anyone under 18 without means-testing. However, in an unexpected move, Justice Minister Edward Argar further announced that the fund will also offer families a contribution towards the cost of a coffin – the first scheme in the UK to do so.

Responding to the announcement, Carolyn Harris MP called on the Welsh

Government to follow Westminster's lead on coffin costs, saying: "I have now spoken to colleagues in the Welsh Government and asked that they revisit the scheme to see if there's a potential there to include the cost of the coffin."

While a number of Northern Irish local authorities have taken steps locally, Northern Ireland is now the only home nation without a universal Child Funeral Fund. In May 2018, Ulster Unionist councillor Julie Flaherty, who lost her two-year-old son Jake in 2015, wrote to Stormont's permanent secretary, who provided assurances that the matter will be raised with a Stormont minister once the assembly is reconvened.

SAIF AGM
WEEKEND

SAIF
INDEPENDENT
FUNERAL
DIRECTORS

SAVE THE
DATE

SAIF AGM 2020

13th March 2020 - 15th March 2020
The Grand Central Hotel, 99 Gordon Street, Glasgow, G1 3SF



● AGM ATTENDANCE ONLY *Free*

Saturday AGM
Tea, coffee and biscuits on arrival

● FRIDAY & AGM *Free*

Friday afternoon
Keynote speaker(s)

Saturday AGM
On arrival tea, coffee and biscuits

● SATURDAY DINING & AGM *£25*

Saturday AGM
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Buffet Lunch

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Friday afternoon
Keynote speaker(s)

Saturday AGM
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Saturday buffet lunch
SAIF banquet
Sunday: Installation of Officers

>>>> To book your place at this
important event see page 32 >>>>

All prices are per person. SAIF Business Centre, 3 Bullfields, Sawbridgeworth, Hertfordshire, CM21 9DB
Tel.: 0345 230 6777 ● Fax: 01279 726300 ● E-mail: claire@saif.org.uk

SAIF AGM Weekend 2020

13th March 2020 - 15th March 2020 ● The Grand Central Hotel, 99 Gordon Street, Glasgow, G1 3SF

BOOKING
FORM

Company Details:

Contact name:

Company name:

Tel No:

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01 DINING

Please indicate any dietary requirements

	No. of attendees	Cost (£)
Friday at your own leisure		
Saturday lunch @ £25pp		
Name of attendees:		
Saturday Evening: Banquet @ £70pp with entertainment		
Name of attendees:		
Total cost for dining		£

02

MEETINGS / EVENTS Seminars of interest to a wide range of ages and interests. *Please note if booking for the whole weekend there will be a £5 discount per person.*

	No. of attendees	Cost (£)
Friday afternoon Keynote Speaker		FOC
Friday Evening At your own leisure		
Saturday morning SAIF Annual General Meeting		FOC
Saturday afternoon Meeting of the NextGen group		FOC
Sunday morning Installation of Officers		FOC

03

ACCOMMODATION

To book directly with the hotel on **0141 240 3700**, advising that you are attending the SAIF AGM. A credit/debit card will be taken as a guarantee but guests will pay on departure with free cancellation up to 4 weeks before the event.

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04

PAYMENT OPTIONS

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RETURN FORM SAIF Business Centre, 3 Bullfields, Sawbridgeworth, Hertfordshire, CM21 9DB

Tel: 0345 230 6777 ● Fax: 01279 726300 ● E-mail: claire@saif.org.uk

WORDS: DR BILL WEBSTER

When Eleanor Roosevelt died in 1962, Adlai Stevenson said: "I have lost more than a friend. She would rather light candles than curse the darkness and her glow has warmed the world."

But what is a friend? Traditionally, the underlying assumption is that closeness exists primarily in kin-based relationships between spouses, then parents and children, then among immediate kin. We even use the phrase "just a friend", suggesting the relationship is somehow less significant than those involving family ties. The problem is, these definitions may not correspond to the nature of attachments today.

This was forcefully brought home to me at the funeral of my 98-year-old friend, Robyn. She lived in the same nursing home as another friend of mine, and I would always stop by and say hello. Over the years I discovered that she had lived a great life. She, like many women, had played a significant yet unrecognised role in the war effort, and afterwards pursued a successful career as a journalist and reporter.

As a professional career woman, Robyn and her husband chose not to have children, and after he died, unable to care for herself, she had become a resident first in a seniors' home and then, in her later years, the adjoining care facility.

Eight people attended the funeral. Her niece, myself and my friend, and five of the personal support workers who had helped care for Robyn over the years. These staff were surprisingly distressed. "She was like my mother," one said. Others spoke of her unflinching interest in them.

Wait a minute! Caregivers grieving the loss of a patient? Very unprofessional, don't you think? Think again. These people, although offering her a service, had been her family, and treated her as such. Of course they are going to grieve.

Our culture has established grieving rules: norms to specify who, when, where, how, and for whom people should grieve. Most often those correspond to family relationships. Today, however, there are many non-traditional roles that may be long-lasting and intensely interactive. The person losing that relationship grieves it.

The danger is traditional norms may not fully validate modern attachments, or the loss and specific feeling of the griever.

Three scenarios can occur:

1. The relationship is not recognised
2. The loss is not recognised
3. The griever is not recognised

I am convinced that to understand any grief process, we must fully comprehend the lost relationship and its unique significance. Even those who have lost a familial relationship do not grieve in the



BENDING THE GRIEVING RULES

same way. Each relationship was different; what is lost is unique, so every grief process will be dissimilar. It is never wise to make assumptions, for the reality may differ from what seems obvious. The dynamics of each relationship will affect the grief response.

It is time to acknowledge that there are many close and intense relationships that may be overlooked. Some have long and meaningful relationships, sometimes much closer than family. Yet when death comes, that relationship is seen as 'low level' grief. Such people are often expected to support the family, whose loss is regarded as 'high level'. Reality may be just the reverse.

The result of disenfranchised grief is that the grief of the individual is increased while support is denied, minimised or removed.

People who emotionally may be the chief mourners may even be excluded from funeral proceedings. They are given no time off work, little opportunity to verbalise the loss, and don't receive appropriate sympathy and support. This intensifies the

emotions – guilt, anger, sadness, loneliness – and can complicate the situation.

Those who offer comfort and counsel to those who grieve need to realise that millions of people are involved in loss that is effectively disenfranchised. The number of funerals where ex-spouses, stepchildren, co-habiting or same-gender partners, caregivers or patients are involved is certain to increase. The proportion of disenfranchised grievers in our society is set to explode.

Perhaps some will choose to light candles rather than curse the darkness, and build bridges for those who feel at a distance. ●

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 web site, www.GriefJourney.com

Linda D Jones,
Executive Director of Resources,
Tel: 0333 8000 630
email linda@griefjourney.com
www.griefjourney.co.uk





LOOKING TO THE FUTURE

WORDS: JULIAN WALKER

This will be my final article as the Chairman of SAIFCharter. It has been an immense privilege to serve on the SAIFCharter Executive, on the board of Golden Charter, and particularly as your Chairman for these last three years.

The company has changed much of its focus in recent times, to align itself more closely with funeral director culture – to the extent that every decision made considers the impact on the wider funeral director group alongside our plan holders.

I will be the first to complete the role after the introduction of a three-year fixed term – a process that ensures perpetual renewal of the people representing you, set within transparent governance arrangements. My hope, particularly for the next generation within the membership, is greater engagement. It is for everyone in our network of SAIFCharter members to become active and be involved at some time in their career. Remember: your company and your association need you!

I gain great comfort from the quality and dedication that exists within the SAIFCharter Executive and Golden Charter's leadership, and I truly wish them all well for the future.

As I step down, I wish to reflect on three key challenges that I believe face us all:

Our first challenge is regulation. In my opinion, only Golden Charter will offer the necessary guidance and protection for independent funeral businesses under Financial Conduct Authority regulation of the sale and administration of funeral plans. Golden Charter is preparing to take

on the heavy lifting on our behalf, but it should be noted that the funeral director relationship with Golden Charter will need to adapt and mature into a balanced and open working partnership.

This will enable funeral directors to do what we do best: guide and advise families through their selection of funeral options. Under regulation, no longer can our company afford to work with those who do not share this approach.

A far greater challenge to our profession is the changing pattern of customer behaviour – I'm not talking about the growth in non-attended cremation but the much more significant consumer-led challenge that traditional funeral directors will no longer offer the services and options that an emerging generation will select for their parents or themselves.

We all have ourselves to blame: our long-term fixation with offering broadly the same Victorian services; the black cars, the black hats, etc. We are deluded if we think that by adding options like coloured printed service sheets, a basket of doves or a colourful coffin, we may work ahead of the curve. We will not.

We either fundamentally change to meet the future or the hard work we have all invested in our businesses, sometimes over many generations, will be worthless in a matter of a few years.

Part of the challenge will be the retention of commercial and customer value in the future patterns of death ceremonies and body disposal. We need to act now to explain the wider value, benefits and purpose of a funeral before our profession becomes this century's equivalent to video rental stores – who can remember Blockbuster? We need true leadership in the sector,

a long hard look in the mirror at how we do things and an effective voice educating future consumers before those lining up to disrupt our marketplace really get into gear.

The final challenge is closely related – how to change our offering whilst continuing to serve those choosing a traditional funeral. This is particularly challenging in purely economic terms as we account for fewer or lower revenue opportunities and variations in costs. Only last week did I learn that the cost of the next generation of funeral vehicles will be upwards of 20% more expensive as they transfer to hybrid and electric power – at a time when specialist converted hearses and limousines may be less important in the delivery of our service in the future!

I believe our future survival is not beyond our capabilities, but I think we need to act now.

Best wishes to every member of the association and thank you for your support. ●

Julian Walker



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.

Business Matters

WORKPLACE RISKS AND HOW TO MANAGE THEM + SAIF BUSINESS CENTRE UPDATE
+ WHAT THE SAIF WEBSITE OFFERS YOU + WORKPLACE PENSION NEWS

RISKS FROM WORKING WITH THE DECEASED

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

You will be well aware that the main hazards encountered in funeral service activities are the risk of infection, manual handling and exposure to hazardous substances or chemicals. The risk of infection arises from the small proportion (less than 1%) of the 600,000 people who die each year in the UK who have a known or suspected infectious disease.

Hazards and precautions

1. Risk of infection

Pathogens could be ever-present in bodies and it is advisable to follow safe working practices routinely when handling cadavers. The main risk areas arise from the purging of stomach contents and faeces, blood on skin or leaking wounds and from clothing stained with faeces, blood or body fluids.

The main transmission pathways for infection are through direct contact, injection (e.g. needle pricks or cuts or wounds from sharp bones), inhalation (e.g. aerosol and dust containing bacteria), ingestion (e.g. not washing hands before eating), and eye contamination (e.g. splashing).

The main infection concerns are tuberculosis, invasive Group A streptococci and staphylococci, gastrointestinal organisms, Creutzfeldt-Jakob disease, Hepatitis B & C, HIV and meningitis or meningococcal septicaemia.

Suitable precautions should be identified and incorporated into written working

procedures and should include:

- A high standard of personal hygiene
- Use of appropriate protective garments (gloves, gowns, aprons, masks & boots). Certain tasks may require the use of full facemasks. NB: Associated facilities are needed for the storage, cleaning and disposal of these articles
- Efficient and prompt cleaning (including the use of a disinfectant) on contaminated premises and equipment
- Provision of suitable first aid facilities; covering cuts and abrasions with waterproof dressings
- Correct “sharps” disposal containers, procedures and injury procedure
- The status of immunisation of staff against certain infectious diseases needs to be established and appropriate protection ensured against TB, polio, tetanus, diphtheria and hepatitis A & B
- The use of body bags – recommended for cadavers with diphtheria, dysentery, meningococcal septicaemia, typhoid and paratyphoid fever, TB, hepatitis B & C, etc, in order to ensure safe conditions for funeral workers and others

2. Manual handling

Lifting should be avoided whenever possible and hoists or similar aids used. However, when collecting bodies this may not prove possible and hence this activity should be risk assessed under the Manual Handling Operations Regulations 1992. Think of the many hazards associated with body

collection and create ‘generic’ scenarios for assessment. Safe working procedures should be adopted from this and staff training in safe handling methods and the use of lifting aids needs to be ensured.

Bariatric persons are an ever-increasing problem in manual handling. I will be writing more on this in a later article.

3. Hazardous substances and chemicals

CoSHH assessments must be made where hazards arise from micro-organisms (see above) or from hazardous chemicals such as disinfectants or embalming fluids.

These assessments will provide the way to use hazardous substances safely and how to treat the problems should they arise.

Other safety issues

Premises Embalming rooms, mortuaries and preparation rooms (and associated facilities) should be designed, built and maintained to ensure hygiene and safety.

Waste disposal All waste material from the preparation or embalming room is potentially infective and should be treated as ‘clinical waste’ requiring suitable storage, labelling and disposal by incineration.

Equipment Any power tools or woodworking equipment will need to be maintained in a safe condition and used in accordance with safe practice.

Garages Machinery guarding, electrical safety, car washers, general garage or workshop issues may need to be addressed. ●



Help is at hand: getting the best from your SAIF approved health and safety advisors. 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 & 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 have you got to lose?



New rules for employment allowance (EA)

Currently most employers have been entitled to a deduction from their Class 1 NI bill of £3,000. From April 2020 this could change with the impact effecting all employers as follows:

- If your Class 1 NI in 2019 exceeded £100,000, you will not be entitled
- There is no automatic qualification and this will need to be claimed each tax year by the submission of an eligibility declaration
- If you share resources such as premises or staff with another employer, you will be required to reassess your eligibility for EA.

Further information can be found at www.gov.uk/government/consultations/draft-legislation-employment-allowance-eligibility-reforms

YOUR SAIF SITE

www.saif.org.uk

SAIF BUSINESS CENTRE UPDATE BY CLAIRE DAY



Subscriptions by annual Direct Debit

We know how busy our members are towards the end of the year so to assist with easing the burden, SAIF is introducing Direct Debit (DD) to pay your annual membership subscription (which is initially for England, Wales and Northern Ireland only). This will accompany the other methods currently available, being through the secure members' area, debit or credit card, BACS and cheque.

In the post you will receive a letter and Direct Debit mandate. If you wish to have your monies automatically debited on an annual basis, these must be completed and returned to the SAIF Business Centre.

Subscription information will be sent out to all members at the beginning of December, which will specify the subscription amount and for those paying by DD when this will be debited.

If you have any questions about this new method please do not hesitate to contact the SAIF Business Centre.

When was the last time you accessed the members' area of the website?

Why should you access the members' area? This is a 'free' and invaluable resource to our members and holds a wealth of exclusive information, such as:

- Resources including business templates
- Government and industry guidance and breaking news relevant to you as a funeral director or associate, as well as issues that affect the funeral profession, e.g.:

- Information on the Children's Fund
- Cremation Regulations
- Competition & Market Authority (CMA)
- Prospective new members and associates
- Advanced education materials, such as web articles and webinars
- HR Resource Centre
- Ability to pay annual subscription (which is accessible at the end of the year)
- Toolkits
- Information on the client bereavement care solution SAIF Care ●

To access this area, click the 'members login' button or visit saif.org.uk/login

WORKPLACE PENSION RE-ENROLMENT

You may start to receive reminders from both the HMRC and The Pensions Regulator (TPR) about re-assessing your employees under pension auto-enrolment.

This applies to those employees who opted out of your workplace pension

and are re-enrolling, even if they decide to opt out again. This must be undertaken by completing and submitting an online declaration of re-enrolment compliance.

This process must be completed within a six-month window

which starts three months before and three months after your original auto-enrolment staging date. Further information can be found at the TPR website www.thepensionsregulator.gov.uk/en/employers/re-enrolment



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**FULL MEMBERSHIP
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Karen Dootson /
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**Dootson and Harrison
Funeral Services Ltd**
240 Elliott Street, Tyldesley,
Manchester M29 8DS
*Previously advertised on
the website. Close Date:
28th August 2019*

Evan Evans / Glenys Evans
/ Iwan Evans / Elizabeth
Evans

**Glanmor Davies Evans
& Son Ltd**
Login Chapel of Rest,
Llangunnor Road,
Carmarthen,
Carmarthenshire SA31 2PG
*Previously advertised on
the website. Close Date:
2nd September 2019*

Richard Owen /
Wendy Owen
Griffith Roberts & Son
Preswylfa, Chapel of Rest,
Valley, Holyhead, Isle of
Anglesey, Wales LL65 3EA

**Griffiths Roberts & Son
(branch of above)**
Preswylfa, 88 Market
Street, Holyhead, Isle of
Anglesey, Wales LL65 1YW
*Previously advertised on
the website. Close Date:
3rd September 2019*

Stuart Foster
**Stuart Foster Funeral
Services Ltd**
27 Market Street, Yeovil,
Somerset BA20 1HZ
*Previously advertised on
the website. Close Date:
3rd September 2019*

Roger Heap/Paul Hilton/
Michael Murrillo/
Malcolm Whittaker
**Paul Hilton Funeral
Services**
99 Silverdale Road,
Gatley, Stockport SK8 4RF
*Previously advertised on
the website. Close Date:
9th September 2019*

Lee Morris/John Abberley
Pritchard & Sons
Britannia House, Station
Crescent, Llandrindod
Wells, Powys LD1 5BD
*Previously advertised on
the website. Close Date:
9th September 2019*

Roger W Bowers/
Stephen Hassell
**W. Bowers Funeral
Services**
High Street, Hampsthwaite,
North Yorkshire HG3 2EU

**W. Bowers Funeral
Services (branch of above)**
3 Sykes Grove, Harrogate,
North Yorkshire HG1 2DB
*Previously advertised on
the website. Close Date:
11th September 2019*

Diana Hill
Joseph Lymer & Son

Trent Bridge, Bucknall,
Stoke on Trent,
Staffordshire ST1 6AH
*Previously advertised on
the website. Close Date:
16th September 2019*

Andrew P Wood/Philip C
Sweet/Brett D Sweet
B. Sweet & Sons
12a Oldbury Road,
Tewkesbury,
Gloucestershire GL20 5LZ
*Previously advertised on
the website. Close Date:
16th September 2019*

Mandy Bate
**Bate & Holland
Funeral Services Ltd**
172 Duke Street, St Helens,
Merseyside WA10 2JJ

**Bate & Holland Funeral
Services Ltd (branch
of above)**
51 Wigan Road, Ashton-in-
Makerfield, Wigan, Greater
Manchester WN4 9ST
*Previously advertised on
the website. Close Date:
16th September 2019*

Nicole Chadwick
**Peter Roberts & Son
Funeral Services**
Chapel of Rest, Pendre
Square, Clywd Avenue,
Prestatyn, Denbighshire
LL19 9NG *Previously
advertised on website.
Close Date: 17th September
2019*

Anthony Johnson/
Susan Johnson
**Anthony Johnson
Funeral Services Ltd**
41 Market Street, Bacup,
Rossendale, Lancashire
OL13 0AJ
*Previously advertised on
website. Close Date: 18th
September 2019*

**FULL MEMBERSHIP
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(SCOTLAND)**
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Graham Paling
**Robert Rarity
Funeral Services Ltd**
39-41 Wilson Street, Largs,
North Ayrshire KA30 9AQ

**Robert Rarity Funeral
Services Ltd (branch
of above)**
44 Main Street, Beith,
Ayrshire KA15 2AA

**Robert Rarity Funeral
Services Ltd (branch
of above)**
23 Main Street, Dalry KA24
5DP *Previously advertised
on website. Close Date:
17th September 2019*

**ASSOCIATE
MEMBERSHIP
PENDING**
Frank Noltes / Peter Biemans
Funeral Products BV
Industrieweg 10-12,
Eindhoven, Netherlands
5627 BS

**Funeral Products BV
(branch of above)**
68 Tudor House, Duchess
Walk, London SE1 2SA

**Funeral Products BV
(branch of above)**
Calle Sierra de Alcaraz,
18 28691, Villanueva de
la Canada, Madrid, Spain
*Previously advertised on
the website. Close Date:
4th September 2019*

Joanne Wilson/
Martin Wilson
**Rose House Funeral
Supplies Ltd**
Rose House, Boardman
Road, Swadlincote,
Derbyshire DE11 9DL
*Previously advertised on
the website. Close Date:
4th September 2019*

Mollie Stoneman/
Tumai Mahari
Lionel John Solutions
5 East Park, Crawley, West
Sussex RH10 6AN
*Previously advertised on
the website. Close Date:
6th September 2019*

Gary M Stevens/
Zoe WJ Gannon
**Stevens and Sons
Funeral Services Ltd**
30 Norfolk Close, East
Finchley, London N2 8ET
*Previously advertised on
the website. Close Date:
16th September 2019*

**ACCEPTANCE INTO
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Simon Smith/Jane Morrell
**Green Fuse Ltd T/A Heart
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Riverstone, 18 Dart Mills,
Buckfastleigh, Devon
TQ11 0NF

Darren Baldwin
**Darren Baldwin
Funeral Service**
304 Old Durham Road,
Gateshead, Tyne & Wear
NE8 4BQ

Martin Grinnell
**Martin Grinnell
Funeral Services**
1 Bewley Street, Evesham,
Worcestershire WR11 4AD

Oliver Knapman
**Oliver J Knapman
Funeral Service**
22 Brunswick Street,
Teignmouth, Devon
TQ14 8AF

James Hamilton
**James Hamilton
Funeral Directors**
Darrell House, Darrell Street,
Brunswick Village,
Newcastle upon Tyne
NE13 7DS

Alex Stockill/
Roger Stockill
F.A. Stockill and Son
9A Station Road, Snaith,
Scarborough, North
Yorkshire YO13 9AP

Timothy Royle/
Margaret Royle/
Henrietta Royle/Ivan Royle
**Cotswold Assistance Ltd
T/A W J Wright Funeral
Directors**
Rectory House, High
Street, Bourton-on-the-
Water, Cheltenham,
Gloucestershire GL54 2AP

**Cotswold Assistance
Ltd T/A W J Wright
Funeral Directors
(branch of above)**
4 Church Street, Stow-on-
the-Wold, Cheltenham,
Gloucestershire GL54 1AF

Robert M Rigby
Marsdens Funeral Home
148 Lytham Road, Warton
Nr Preston, Lancashire
PR4 1XE

Arthur Gayton/David
Gayton/Jane Lockhart
W.S. Gayton & Son
Lauderdale, Bickington,
Barnstaple, Devon
EX31 2LB

**ACCEPTANCE
INTO ASSOCIATE
MEMBERSHIP**
Adrienne Peers
Canfly Marketing Ltd
23 St. Lukes Place,
Cheltenham,
Gloucestershire GL53 7JL

**FULL MEMBER
BRANCH CLOSED**
Mr D Floyd
Floyd and Son Ltd
4 Rex Parade, Snakes Lane
Parade, Woodford Green
IG8 7HU

**Deborah Ingham
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Funeral Service**
Flagstones, 436
Blackmoorfoot Road,
Crosland Moor,
Huddersfield, West
Yorkshire HD4 5NS

**Benedict Funeral
Directors Ltd**
The Bungalow
62a Hitchin Road, Arlesey,
Bedfordshire SG15 6RS

**FULL MEMBER
NEW BRANCH**
Mr R Coghlan
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129 Forton Road, Gosport,
Hampshire PO12 4TQ

**Benedict Funeral
Directors Ltd**
1 Bedford Road, Henlow,
Bedfordshire SG16 6DR

**FULL MEMBER
CHANGE OF
DETAILS/ADDRESS**
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**A J Lloyd Funeral
Directors Ltd**
The Old Barn, 656 Allersley
Road, Coventry,
West Midlands, CV5 8GB
*(This is now the Head
Office)*

Mr D Lloyd
**A J Lloyd Funeral
Directors Ltd**
38 Wallace Road, Coventry,
West Midlands CV6 2LX
(This is now the Branch)

**NO LONGER
A MEMBER**
Mr G & Mrs A Goold
G & M Goold
70 Green Lane, Vicars
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CH3 5LB

Mr S Searle & Mrs C Searle
JF Clarke & Son Ltd
Maryknoll, Lyme Street,
Axminster, Devon
EX13 5AU

**FULL MEMBER
NEW BRANCH**
Mr S Wakely
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of A J Wakely & Sons Ltd)**
Maryknoll, Lyme Street,
Axminster, Devon
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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.*

To join SAIF and enjoy the benefits of
membership, please contact:

**Claire Day,
Administration
Manager, SAIF**
Tel: 0345 230 6777

(Local Number)
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Fax: 01279 726 300
Email: info@saif.org.uk

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



Jim Auld
National President



Darren Carpenter
Executive Committee



Gemma O'Driscoll
Executive Committee



Mark Porteous
1st Vice President



Daniel Ginder
Executive Committee



Liam Roberts
Executive Committee



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Executive Committee



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Executive Committee



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Executive Committee



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Scottish President



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Treasurer & Membership



Terry Tennens
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Secretary



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Andrew Ironside
Past President



Declan Maguire
Treasurer & Membership



Jim Auld
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James Morris
Executive Committee

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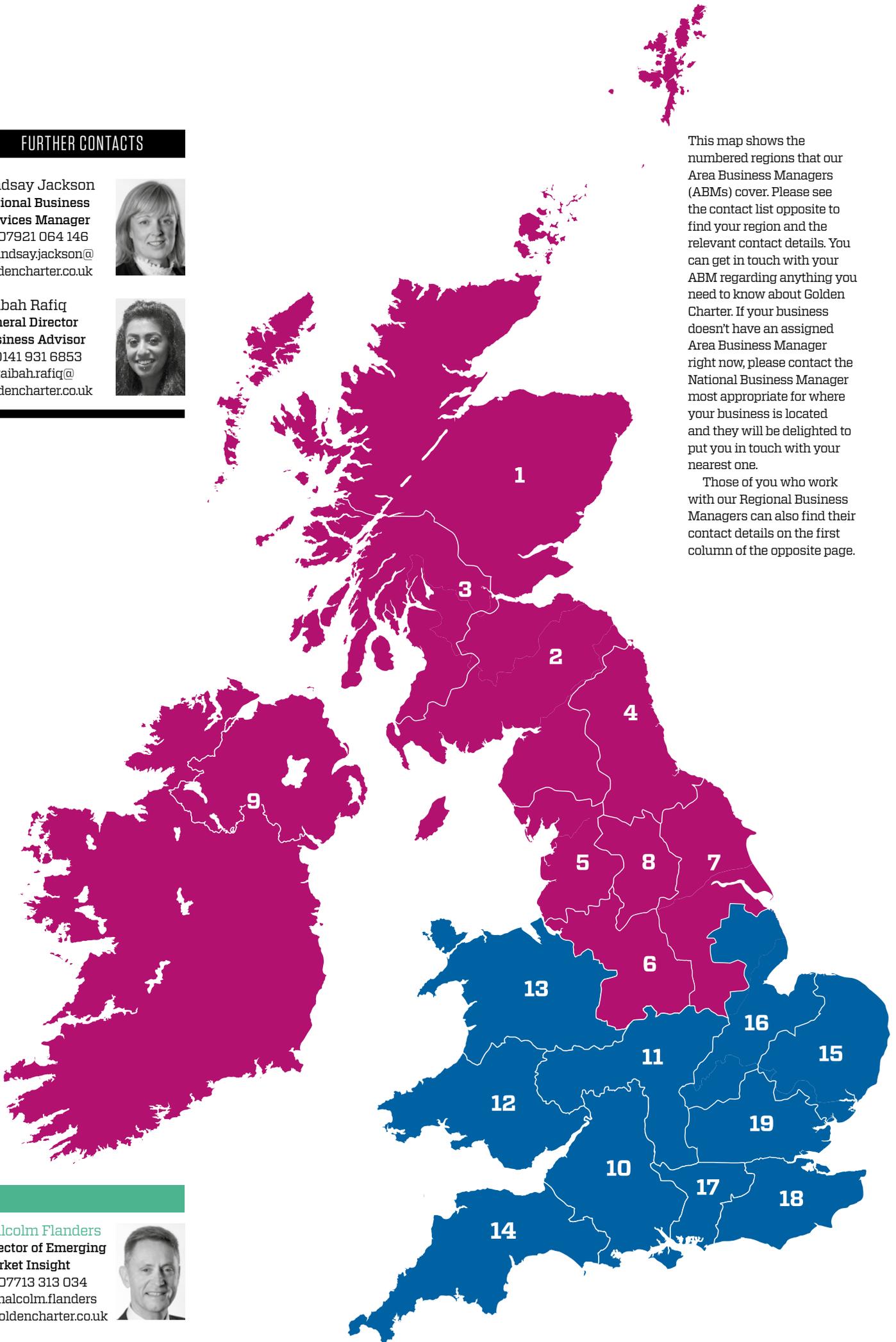


Taibah Rafiq
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Business Advisor
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goldencharter.co.uk



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.



Malcolm Flanders
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Market Insight
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@goldencharter.co.uk



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)
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
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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

Halliday Funeral Supplies Ltd

Mr P Halliday (Birkenhead, Wirral)
0151 6093600 • philip@hallidayld.co.uk
www.hallidayld.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)
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www.jcwalywn.co.uk

Leslie R Tipping Ltd

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

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

Musgrove Willows Ltd

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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
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Somerset Willow England

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01278 424003 • enquiries@somersetwillow.co.uk
www.willowcoffins.co.uk

Tributes Ltd

Mrs S Macmillan (Poling, West Sussex)
0845 388 8742 • marketing@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/chiltern

GreenAcres Woodland Burials, Chislehurst

Mrs C Graham • 0208 3009790
info@greenacresgroup.co.uk
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GreenAcres Woodland Burials, Colney

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info.colney@greenacrescelebrate.co.uk
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GreenAcres Woodland Burials, Epping

Mrs Deborah McNamara (Essex) • 01992 523863
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GreenAcres Woodland Burials, Rainford

Mrs Karen Halpin (Merseyside) • 01744 649189
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GreenAcres Woodland Burials, Heatherley Wood

Ms Sharon Solomon (East Hampshire)
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Herongate Wood Cemetery

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01277 633085 • enquiries@herongatewood.co.uk
www.green-burial.co.uk

Westerleigh Group Ltd

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The Natural Burial Company Ltd

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www.thenaturalburialcompany.com

CLOTHING

Keltic Clothing

Mr D Barry & Mrs L Kendrick (West Midlands)
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www.kelticclothing.co.uk

Waterfront Manufacturing Ltd

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EDUCATION & TRAINING

Independent Funeral Directors College Ltd

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EMBALMING

G T Embalming Service Ltd

Mr G Taylor (Brighton)
01273 693772 • gtembalming@btinternet.com
www.gtembalming.com

EQUIPMENT & SERVICES

CPL Supplies

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028 8167 1247 • sales@cplsupplies.com
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Fibrous

Ms V Hancock (Cheshire)
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 (Hook, Hants)
01276 601039 • william@thwrefrigeration.com
www.mortuaryequipmentdirect.co.uk

FINANCE & PROFESSIONAL SERVICES

Canfly Marketing Ltd (Cheltenham)

0207 859 4443 • info@canflymarketing.com
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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

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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

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01489 866630 • david@wearefrontline.co.uk
www.wearefrontline.co.uk

Goldray Funeral Consultancy Ltd

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01964 503055 • richard@goldray.co.uk

G Turner Consulting Ltd

Mr G Turner (Wellington)
07917 221497 • guyturner@funeralconsultancy.co.uk
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Lemon Business Solutions Ltd

Mr M Anderson & Ms L Wratten (Stockton-on-Tees)
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Mark Binnersley (Stourbridge, West Midlands)

07392 006928 • hello@markbinnersley.co.uk
www.markbinnersley.co.uk

Neopost Ltd

Mr A Coo (London)
01708 716000 • www.neopost.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

PayItMonthly Ltd

Mr C Pursey (Cheltenham) • 0333 212 3914
liz@payitmonthly.uk • www.payitmonthly.uk

The Probate Bureau

Mr D Hartley West (Ware, Hertfordshire)
01920 443590 • info@probatebureau.com
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Redwood Collections

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mrogers@redwoodcollections.com
www.redwoodcollections.com

SAIFInsure (Unicorn Insurance Brokers)

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South Essex Insurance Brokers Ltd

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Trident Marketing Anglia Ltd

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Trust Inheritance Ltd

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Fellowship of Professional Celebrants

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Institute of Civil Funerals

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Golden Leaves Ltd

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Open Prepaid Funerals Ltd

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GRAVEDIGGER & EXHUMATION SERVICES

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IT & WEBSITE

Cloudberry FMS (donation management solution)

Mr M Robinson (Exeter, Devon) • 01803 229467
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Eulogica (bespoke funeral software)

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Experts Computer Services Ltd

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I-NETCO Ltd (web design)

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Logic Networks Ltd (Solemnity UK) (cloud-based software)

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Oak Technology Ltd (funeral management software)

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Life Expressions (UK & Europe) Ltd

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Scattering Ashes

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Shaw's Funeral Products, Shaw & Sons Ltd

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www.shawsfuneralproducts.co.uk

Signature Aromas Ltd

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07779 108760 • 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 Guide (funeral resource for the public)

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

Beyond (funeral resource for the public)

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

LCK Funeral Support Services Ltd

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www.lckfuneralsupportservices.co.uk

Professional Help Ltd

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www.professionalhelp.org.uk

The Bereavement Register (Suppressing unwanted mail)

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

Reach Plc (Multi media publisher)

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

When We Remember (Funeral planning guidance)

Jim Abraham (Narrabeen, New South Wales)
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www.whenweremember.com

The White Dove Co Ltd (releasing doves)

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)

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www.gateway-publishing.co.uk

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

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Polstead Press

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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

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

Mears Repatriation

Mr G Hart (London) 020 3455 0305
info@mears.london • www.mearsrepatriation.com

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

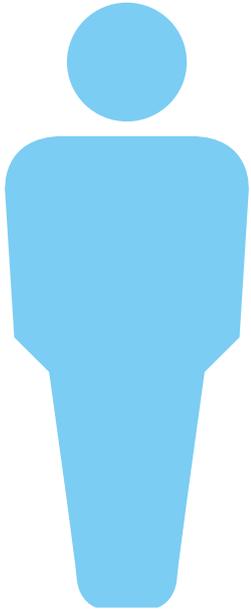
Mr Caldwell (Whitchurch, Hampshire)
01256 893 868 • ccaldwell@dodgeco.com
www.dodge-uk.com

Thorley Smith Ltd

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

NEW
PRICE
FEATURE

COMING
SOON



84%

Did you know?

84% of customers would like to see funeral director prices online.[†]

That's why you'll soon be able to add the cost of a Simple Funeral to your business profile on localfuneral.co.uk

It's another way we're helping you support families in your area.

[†]External survey by YouGov for the National Association of Funeral Directors.

localfuneral.co.uk 

IT'S TIME FOR SMARTER BUSINESS

Not signed up? Email support@localfuneral.co.uk
to get your free membership

FRIDAY, 20 SEPTEMBER 2019

18:30-20:30

SAIF Next Gen

With speaker Rupa Patel, Executive Director of family-owned independent pharmacy group Day Lewis.
Beech Suite, Royal Lancaster London

SATURDAY, 21 SEPTEMBER 2019

10:30-11:15

Setting Standards, Building Trust

With Lewis Shand Smith, Independent Chair of the Funeral Service Consumer Standards Review (FSCSR).
Nine Kings Suite Foyer, Royal Lancaster London

11:30-12:00

SAIF Forum: Managing Change in Funeral Services with the Cyclones of Regulation

With Terry Tennens, Chief Executive of SAIF.
Nine Kings Suite Foyer, Royal Lancaster London

13:00-13:30

SAIFCharter AGM registration and refreshments

Nine Kings Suite Foyer, Royal Lancaster London

13:30-15:00

SAIFCharter AGM

Nine Kings Suite Foyer, Royal Lancaster London

18:45-19:30

Funeral Planner of the Year Awards drinks reception

Nine Kings Suite Foyer, Royal Lancaster London

19:30-23:00

Funeral Planner of the Year Awards 2019*

Nine Kings Suite, Royal Lancaster London

23:00-01:00

DJ and dancing

Nine Kings Suite, Royal Lancaster London

*Booking is essential. Visit saifinsight.co.uk/fpoy2019 for details.

OUR HOST

Gyles Brandreth

Gyles Brandreth is a writer, broadcaster, actor, former MP and Lord Commissioner of the Treasury, now Chancellor of the University of Chester and one of Britain's most sought-after award ceremony hosts and after dinner speakers.

A veteran of *Countdown*, *QI*, *Have I Got News For You?* and *Celebrity Gogglebox*, a reporter on *The One Show* and a regular on *Just a Minute*, his many books include *The Oscar Wilde Murder Mysteries* and two recent bestsellers: his celebration of good English, punctuation, spelling and grammar: *Have You Eaten Grandma?* and *Dancing by the Light of the Moon*, an anthology of poems to learn by heart and to speak at funerals.

Gyles' grandparents belonged to the Kenyon family, giving him a life-long connection to the funeral business.

OUR JUDGES

The winners of this year's six new awards categories will be selected by experts in each field.

Peter Houston:
Best Online Campaign

Author of *State of the Media 2017*, *Successful European Paid Content Strategies* and *InPublishing Guide to Paid Content*, Peter's extensive knowledge of digital marketing and publishing has made him a leading light in the industry. He has presented seminars around the world and has judged British Media Awards, Digital Magazine Awards, International Street Papers Awards - and now Golden Charter's Funeral Planner of the Year!

Chris Parker:
Staff Training & Development

Chris Parker, founder of SAIF member Abbey Funeral Services in Tonbridge, is chair and co-founder of the IFD College, which provides vocational training to those in the funeral profession. Responsible for developing the curriculum, Chris has written 14 training units which have achieved accreditation through the Open College Network (One Awards). Chris also set up and chairs two Dementia Friendly communities.

The Woodland Trust:
Green Responsibility Award

Golden Charter has been a proud corporate partner of the Woodland Trust for 24 years and supports its aim to protect, restore and create a country rich in native woods and trees for people and wildlife. The Woodland Trust's Natural Burial Team is developing plans for a natural burial ground with the aim of offering a low-impact, environmentally sensitive end of life choice which will help to continue the charity's vital work.

Roz Cuschieri:
Young Entrepreneur of the Year

Roz is an accomplished commercial professional with over three decades' brand building experience. In her five years as Chief Executive Officer at Genius Gluten Free, the brand became the UK's leading player, undertaking rapid international expansion. Now Chairwoman of Social Bite, a social enterprise assisting homeless people, Roz is also a non-executive director and trustee for a variety of major organisations.

George R Elliot:
Innovative Business Strategy

George Elliott has a proven track record in profitably growing companies, transforming businesses by using innovation and technology to compete and win on a UK and global stage. George has held positions on the boards of more than 20 leading tech companies; he is currently non-executive Chairman of IndigoVision Group plc and Growth Advisor for Grant Thornton's Growth 365 programme.

Sylvia Marshall:
Family Business of the Year

Self-made millionaire Sylvia has transformed ailing businesses around the globe through bold, strategic leadership. Founder of Able Training International, world leader in mentoring major institutions' senior executives, her broad range of experience has also seen her appear on BBC's *Empty Homes*. She holds the UK National Sales Lifetime Achievement Award and a Fellowship of the Chartered Institute of Personnel and Development.

FUNERAL PLANNER • OF THE • YEAR 2019

FUNERAL PLANNER OF THE YEAR AWARDS 2019

CELEBRATING THE UK'S INDEPENDENT
FUNERAL DIRECTOR BUSINESSES

Golden Charter 
Smart Planning for Later Life

WELCOME

This year's Funeral Planner of the Year Awards will return to the capital for an evening of celebration at the luxurious Royal Lancaster London, opposite Hyde Park's stunning Italian Gardens.

On the evening of Saturday 21 September, more than 400 guests from the UK and Ireland will come together to celebrate the achievements of independent funeral directors over the past year, in funeral planning and beyond.

In addition to the highly competitive regional and national awards, this year's ceremony will include new categories highlighting excellence in areas such as entrepreneurship, environmentalism, education and innovation.

Aside from all of the day-to-day demands of running a busy funeral director business, so many Independents demonstrate a passion for the vocation by doing more for the benefit of those involved in the business and the wider community.

At a time of rapid market change and unprecedented scrutiny, the Funeral Planner of the Year Awards 2019 will shine a light on the incredible contribution independent funeral directors are making to both the profession and their local communities.

CENTRAL MIDLANDS

- A.J. Sellman Family Funeral Directors
 - Knox & Son Ltd
- Measham Family Funeral Service
- Tony Fagan Independent Funeral Directors
 - Tudor-Davies Funeral Services
 - Wilkinson Bros

EAST ANGLIA

- Armstrongs Funeral Service
 - C E Fuller & Co
- J Edwards Independent Funeral Directors
 - R B Copping Funeral Services Limited
 - Southgate & Roberts Funeral Directors

EAST ENGLAND

- C Terry Funeral Services Limited
 - Colin Ward Funeral Services
 - F E Addelee
 - J Marshall Funeral Director
 - Turner & Son

EAST YORKSHIRE

- G. Roberts Funeral Director
- Hammerton's Funeral Director
 - J R Hoult & Grandson Ltd
- Maltby Independent Funeral Service Ltd
 - Unsworth Funeral Service

EDINBURGH, SOUTH SCOTLAND & CUMBRIA

- D C Studholme Ltd Funeral Directors
 - David Martin Funeral Directors
 - Ian Bendall Funeral Director
 - Macgregor & Smith Funeral Directors
 - Robson's Funeral Directors

GLASGOW & WEST SCOTLAND

- Alexander Muir Funeral Directors
- Allan Menzies Funeral Directors
 - Green Oak Funeral Services
 - John Roach Funeral Services Ltd
- Kenneth Keegan Independent Funeral Directors

IRELAND

- D & R Hay
 - Gilmore Funeral Directors
- John Smith Funeral Directors
 - McClure's Funeral Service
- Sandy Close Funeral Services

NORTH EAST ENGLAND

- A.J. Gascoigne & Son
 - Gibsons Funeral Services Ltd
- Hardy's Funeral Service
 - T Moore & Family
- Your Choice Funerals

NORTH LONDON

- Adam & Greenwood Funeral Home
 - Chenery Funeral Services Ltd
- Harold Wood Funeral Services Limited
 - S Stibbards & Sons Ltd
 - West & Coe Ltd

NORTH SCOTLAND

- Alex Little Funeral Directors
 - Ian Esslemont Funeral Services
- James Carcary Funeral Directors
 - John Fraser & Son
- John Gilfillan Independent Funeral Directors

SOUTH CUMBRIA, LANCASHIRE & MERSEYSIDE

- Barrington's Funeral Service
- Brian Price & Son Ltd Funeral Directors
 - Deighan's Funeral Parlour Ltd
- Ian Wilde Independent Funeral Directors
 - J T Byrne Funeral Directors

SOUTH EAST ENGLAND

- Button & Family Funeral Services
 - Havill Funeral Services Ltd
 - Henfield Funeral Services
 - Palliser Platt & Sons Limited
 - W S Cole & Son Ltd

SOUTH MIDLANDS

- Devall & Son Family Funeral Directors
- Franklin & Hawkins Independent Family Funeral Directors
 - Merstow Green Ltd
- Stephen & Philip Painter Independent Family Funeral Directors
 - Worcester Funeral Service

SOUTH WALES

- Caerphilly Funeral Services Ltd
 - Coles Funeral Directors
 - E C Thomas & Son
 - Hywel Griffiths & Sons
- Roger Castle & Daughter Funeral Directors

SOUTH WEST ENGLAND

- A E Stoodley & Son Ltd
- Bridgwater Funeral Services
- Paul Bourton Funeral Service
- Quantock Funeral Services
 - R J Bray & Son

SOUTH WEST LONDON & SOUTHERN ENGLAND

- Grady's Family Funeral Directors
- R & P Everson Family Funeral Directors
- Rowland's Funeral Services (Petersfield) Ltd
 - Ruby Funerals Ltd
- West Berkshire Funeral Directors Ltd

WEST ENGLAND

- C V Gower Funeral Directors
- Eastleigh's Independent Funeral Directors Ltd
 - Groves Family Funeral Directors
 - Odette Funeral Director
 - Pearce Funeral Services

WEST MIDLANDS & NORTH WALES

- A & A Walters Ltd
- Busby & Kane Independent Funeral Directors Limited
 - Fowles Funeral Services
- Hopkinson Wootton Lovatt Funeral Directors

WEST YORKSHIRE & EAST LANCASHIRE

- David Gallagher Funeral Directors & Monumental Masons
- Gateway Funeral Services Ltd
 - McNulty Funeral Services
 - McTigue Funeral Directors
 - Normington & Sons Ltd

BEST NEWCOMER

- H G King Funeral Services, West Sussex
- O'Malley Family Funerals, Staffordshire
- Port Glasgow Funeral Services, Inverclyde

BEST ONLINE CAMPAIGN

- Armstrongs Funeral Service, South Yorkshire
- C V Gower Funeral Directors, North Somerset
- Harold P. Heywood & Co Ltd, Manchester

GREEN RESPONSIBILITY

- Aaron & Jonathon Bewley Funeral Directors, Wiltshire
- Alex Little Funeral Directors, Fife

INNOVATIVE BUSINESS STRATEGY

- Adlington Memorial Park and Funeral Services Limited, Cheshire
- Caerphilly Funeral Services Ltd, Caerphilly
- Coles Funeral Directors, South Glamorgan
- Harold Wood Funeral Services Limited, Essex
- Tovey Bros Funeral Directors, South East Wales
 - Trevor E W Hickton Ltd, West Midlands

STAFF TRAINING & DEVELOPMENT

- Caerphilly Funeral Services Ltd, Caerphilly
 - Coles Funeral Directors, Cardiff
 - D Hollowell & Sons, Blackpool
- Hopkinson Wootton Lovatt Funeral Directors, Newcastle-under-Lyme
 - The Hunnaball Family Funeral Group, Essex
- Tovey Bros Funeral Directors, South East Wales

YOUNG ENTREPRENEUR OF THE YEAR

- C S Boswell Independent Funeral Services, Oxford
 - H G King Funeral Services, West Sussex
- T J Parry & Family Funeral Directors Ltd, Staffordshire
 - Trevor E W Hickton Ltd, West Midlands
 - Your Choice Funerals, Tyne and Wear

FAMILY BUSINESS OF THE YEAR

- Alex Little Funeral Directors, Fife
- C V Gower Funeral Directors, Somerset
 - Coles Funeral Directors, South Glamorgan
- Fowles Funeral Services, Cheshire
- Frank Painter & Sons, Shrewsbury
 - J Edwards Independent Funeral Directors, Suffolk
 - Laurence Jones Funeral Directors, Wirral
- Tovey Bros Funeral Directors, South East Wales