

SAIF
INDEPENDENT
FUNERAL
DIRECTORS

Insight

LETTING GO

MEET THE TEAMS PUTTING
THE FAITH IN FUNERALS



Your new **SAIFInsight** is packed with the latest news and features, with the best business advice, education and training, plus a handy directory



Get festive on Facebook

Free Facebook posts are a perfect way to spread a festive message, have a bit of fun, and generate a wider interest through follows, likes and shares.

To get the (snow)ball rolling, we've created some templates you can use for your posts. From soap-on-a-rope to selection boxes, the theme of light-hearted nostalgia is one we can all relate to - every generation thinks they had the best Christmas time when they were kids.

**You'll find everything you need to get started online at mygoldencharter.co.uk
Or speak to your Golden Charter Business Manager to find out more.**

#RememberWhen

FUNERAL PLANS FROM
Golden Charter
Smart Planning for Later Life

SAIF
INDEPENDENT
FUNERAL
DIRECTORS

Insight

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We know how much you value your independence.

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

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

SAIF
INDEPENDENT
FUNERAL
DIRECTORS



LEADER



TERRY TENNENS
SAIF CHIEF EXECUTIVE

DWP fund increase!

From influencing Government policy to doing the best for your customers, it's good to talk

The DWP is to increase the social fund allowance from £700 to £1,000 from April 2020. This allowance for coffin, flowers, celebrant/clergy and funeral directors' fees is a move in the right direction.

Credit should go to Will Quince, the minister appointed in the spring, for meeting with funeral professionals, including SAIF, to listen to their needs. We know they are analysing how they can speed up the decision for applicants for the social fund.

While there are many voices to bring this about, for me it has been noticeable how National SAIF's Government Liaison, Paul Allcock, has been listened to more than most because of his smart advocacy. Paul has shared detailed information of how a simple funeral works and how the costs are broken down, when no one else was willing to share information. He has met with civil servants, gently reminded them, visited their offices and treated them with respect. And it was Paul who had Angela Kidd from the DWP social fund attend March 2019's SAIF AGM weekend.

SAIF Scotland will write to the Scottish Government on this and will equip members with template letters to engage their MSPs to match this increase for the funeral expenses payment.

We have much to gain from Paul's smart advocacy and negotiating skills, and more so when the funeral profession is under scrutiny by the media and Government. It is vital for our own peace of mind and integrity, as well as for our bottom line, that we treat customers fairly.

While a good rant can be healthy down the bottom of the garden or on the squash court, according to the Code of Practice 1.1, we are to act professionally, respectfully, and courteously; all of which are skills for engaging awkward customers.

UK Professor of Leadership, John Adair, maintains smart negotiating skills include:

- Good listening, not interrupting
- Being respectful to the other party
- Asking incisive questions
- Being prepared to leave negotiations

“IF ANY COMPLAINT BECOMES A MATTER OF OPINION THE ONUS OF PROOF IS ON YOU”

- without agreement
- The use of silence
- Being aware that not responding to earnest questions will lead to a breakdown in negotiations
- Recognising that clients who are insincere towards a resolution need to be called out
- Summarising the position of both sides clearly and without rancour, with options for the next step

From collection to end of service provision, make sure everything is confirmed in writing and signed for. The SAIF Code of Practice mandates that members give clients written confirmation of contract with their firm and any amendments to service thereafter. It is important to explore staff training in this area – SAIF Business Centre can advise.

It is important to get instructions to embalm signed for, or if a viewing in the chapel of rest is not advised by the funeral director, that a disclaimer (available on the SAIF website for members) is signed by the client. While it may not avoid a claim, it is good practice when done in a thoughtful manner.

A paper trail is essential for record keeping to provide to any regulator (whether voluntary or statutory); and these records can protect your business reputation in the event that a failure occurs in service delivery or misunderstanding with the client or third party agency.

The danger of not recording information is that key details are not shared among colleagues, something gets dropped, or

during a complaint it becomes a matter of opinion and the onus of proof will be on the funeral director.

So, from the estimate of fees, instructions for the client's wishes, to cooling off terms, everything should be signed off, either with a signature, or an email seeking a reply with confirmation from the client. This may seem tiresome, but our world is changing and it's better to be ready for a regulated funeral market than be caught out.

Funeral arrangers are pivotal in the client-funeral director relationship. As the frontline professionals, they require the highest inter-personal skills to determine and provide options to suit each family. Of course, many clients know what funeral service and death care provision they want, and it is important to 'sense check' what is said to avoid any misinterpretation.

The client experience is paramount in that they feel *listened* to, not *spoken* to and I find it encouraging to meet funeral arrangers and directors in SAIF who have the highest emotional intelligence skills.

The problem we face is fractured families. As the law is inadequate in managing the broad needs of those on the 'wrong' side of the family, they often have no voice. While the funeral arranger can sensitively encourage the client to be generous in these circumstances, it's not always possible.

One benefit of funeral plans is that the deceased's wishes can help take the strain off of family members' shoulders.

Ongoing self-evaluation and training is so important for funeral arrangers with changing norms, new customs and fractious clients, so please let SAIF know if you wish us to organise training to support you.

With all good wishes to you and your staff as we enter a new year, on behalf of all at the SAIF Business Centre, the National and Scottish Executive Committees of SAIF. ●

Terry Tennens
terry@saif.org.uk

Every eight minutes, we allocate
a future funeral to one of our
trusted partners.



Golden Charter was formed in 1990 with the aim of safeguarding the future of local, independent and family-owned businesses.

Today, we work with over 2,900 independent funeral directors all across the UK, helping businesses like yours grow through the provision of funeral plans and the allocation of future funerals. We offer regulatory guidance, to help ensure your business is compliant with FPA rules. And we also provide invaluable business support through our partnership approach – including

bespoke marketing plans and materials, as well as help with events and advertising expenditure.

Through localfuneral.co.uk, we can help your business compete online, generating at-need enquiries from families searching for a local funeral director.

At Golden Charter, we are genuinely committed to independent funeral directors. If your business isn't already benefiting from our support, call our team today on 0141 931 6310, or visit mygoldencharter.co.uk



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COMMENTARY



SUZANNE GRAHAME
GOLDEN CHARTER, CHIEF EXECUTIVE OFFICER

2020 vision

It's a busy time, but one offering opportunities to showcase your work to your community

As we continue along the road to regulation, the funeral profession has the chance to make 2020 a momentous year for the people we serve. In funeral planning, our progress in putting families first gives you a great platform to promote your work in your local community right from the start of the New Year.

Your activity

As you approach your busiest period, now is the time to put a campaign in place so you can hit the ground running between January and April. Traditionally, this is the time of year that more families want to buy a funeral plan, and by preparing for that you can reach and serve families as effectively as possible, and build on that work throughout the year and beyond.

Your local business manager's partnership approach is built on helping you with local marketing in a more in-depth, bespoke way than ever before. They can support you now in a pre-need activity plan – and if you have already worked with them on your activity, now is the time to do your final review with them and make sure everything is in place.

At the SAIFCharter AGM I discussed the benefits Independents are seeing from this approach. Some appreciated support with online and social media marketing, another reported on how they changed their approach to our leaflets in a way that significantly boosted enquiries and conversions, and another singled out localfuneral.co.uk. Your Golden Charter business manager's approach will be unique to you, and you can build a plan together that marries their pre-need knowledge, our scale, and your local expertise.

This month's issue gives a taste of what our scale offers: turn to page 34

“YOU CAN BUILD A PLAN TOGETHER THAT MARRIES OUR SCALE AND YOUR EXPERTISE”

Suzanne Grahame

to see what our analysis of thousands of calls tells us about when enquirers appreciate being contacted.

FPA

Another benefit for the New Year is our work towards regulation. In particular, throughout this year we have been preparing to adopt the Funeral Planning Authority's (FPA) new rules and code of practice. Launching on 1 January 2020, these set new expectations on plan providers and funeral directors. The overarching goal is to fully protect all families.

In particular, there is an explicit requirement to 'treat customers fairly' – a direct nod to the Financial Conduct Authority (FCA). In the FCA's telling, this requires sectors to “show consistently that fair treatment of customers is at the heart of their business model”.

The new code also singles out how we all should identify and treat vulnerable customers. Putting those policies in place will formalise the good work you already do, and pay dividends far beyond funeral planning as the CMA's at-need approach develops.

Demonstrating your work here will be valuable for families to see, while ensuring you meet the standards of

regulation. Your local business manager can tailor support to help your business do so in a proportionate way.

Stepping stones

Clearly these changes represent stepping stones towards the requirements Government regulation will bring. I'm confident the training Golden Charter can offer will put Independents in a prime position for regulation, while identifying and emphasising what you do best for families in your community.

For more information on regulation's practicalities, please give our new podcast a listen on goldencharter.buzzsprout.com and keep an eye on your emails for more details about the coming change. For now, the most important things you can do are plan activity with your business manager and continue to solely accept allocations from FPA registered providers.

We are all gearing up for a year of opportunities; even *SAIFInsight* itself is adjusting to the coming year with its own changes (see page 19). And most recently, the onset of the General Election brought English and Welsh funeral directors an early Christmas present: the decades overdue review of funeral expenses payments. We are already lobbying the Scottish Government to bring their treatment back in line. Much like your work, the developments don't stop for the holidays.

That said, let me wish you all a merry Christmas and happy New Year. As you enter this busy time Golden Charter will do all we can to keep you supported and informed. ●

Suzanne Grahame

suzanne.grahame@goldencharter.co.uk

Reporter

NEW BOSS FOR FFMA + BIRTHDAY CELEBRATIONS
+ TRUST GROWTH + AWARD WINNERS + MILITARY
FUNERALS + REMEMBRANCE DISPLAYS + WEB WONDER

New face at FFMA



Colourful Coffins' boss Bob Tones elected President of suppliers' association

Bob Tones, senior account manager at Oxfordshire-based Colourful Coffins, has been elected President of the Funeral Furnishing Manufacturers' Association (FFMA).

The election took place at the group's AGM on Friday, November 15, and sees Bob replace Adam Masters, who has held the FFMA Presidency for the past two years.

The Association, which exists to represent businesses that supply products to the funeral profession, is currently undergoing a period of change thanks to a new constitution, a reformed meetings structure, and significant membership growth.

Bob's Presidential year is now under way and during his time in office he aims to continue the reforming work of his predecessor.

He said: "Adam has done a tremendous job of growing the FFMA membership over the past two years. With the support of our Chief Executive, Alun Tucker, he has started to transform the Association by developing its constitution and helping it to cement its position as a respected organisation within the funeral profession.

"I aim to continue with that work, growing the membership and ensuring

the FFMA goes from strength to strength in its role of representing funeral profession suppliers by showcasing best practice. We also want to help members to meet the challenges of a changing profession in areas such as regulation, the environment, and funeral trends."

Alun added: "Bob has been a long-standing member of the Association and played an important role in helping to develop our universally recognised coffin and casket accreditation scheme, which ensures coffins offered to families are of the highest standard. With this invaluable experience, Bob's very well placed to represent the FFMA as its President.

**"I AIM TO
CONTINUE ADAM
MASTERS' WORK,
GROWING THE
MEMBERSHIP
AND GOING
FROM STRENGTH
TO STRENGTH"**

Bob Tones

"I've no doubt we'll have a strong working partnership as we take the Association forward on its journey of reform and renewal to enhance our service to members, helping them to better support their clients who care for bereaved families."

During his year, Bob will be organising a number of events – including a 24-hour squash match – to raise funds for his chosen charity, the Child Funeral Charity (CFC), which helps bereaved parents with the cost of a baby's or child's funeral. For more information, visit www.childfuneralcharity.org.uk.

Bob is the son of Colourful Coffins' founder Mary Tones and, over the last decade working within the family business, he has built up an in-depth knowledge of the funeral profession. Proud of its reputation for quality, innovation and customer service, the Colourful Coffins team works closely with funeral directors to ensure that bereaved families have the opportunity to say a very personal farewell.

Outside of work, Bob, a former police officer who is married with three sons, is a passionate squash player.

See page 13 for FFMA's coffin safety warning.

Sustainability is key for family firm

As Halliday Funeral Supplies Ltd celebrated its milestone 40th birthday this year, the family team was keen to recognise the occasion by acknowledging the many good friends and colleagues they have made.

"Having originated from humble beginnings on an Edinburgh council estate," says Richard Halliday, "we are delighted to be a part of this fantastic industry, an industry that resonates closely with our own family values. We look forward to serving our customers for many years to come."

As an FSC certified company, Halliday products are used in more than 130,000 family funerals annually – as far afield as the Falkland Islands. Steve Halliday says: "We make over 5,000 tonnes of FSC certified products per annum, ensuring a sustainable approach to managing our wood inputs." FSC is recognised by WWF as the "hallmark of responsible forest management".



Hallidays is also a long-standing member of Sedex – one of the world's leading ethical trade service providers, working to improve working conditions in global supply chains.

The company has kept abreast with market innovations over the last four decades. While high finish veneer and foil are still core to their customers' needs, over time the team has expanded their Caskets and Last Supper range. The solid woods are statement pieces, whether double gloss or finished in a rich, matt walnut. Picture, cardboard,

willow, seagrass, wicker.... pretty much any type of coffin requested is supplied. All of their coffins have been tested by the FFMA, and all products conform with all requirements.

In 2018 the Halliday Family acquired fellow SAIF member P&L Manufacturing Ltd into its group. Phil Halliday, says: "One of the biggest attractions of the company was the rapidly growing customer base, demanding high quality products and the experienced and dedicated staff within it." Another forty years doesn't seem out of the question.

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VG113

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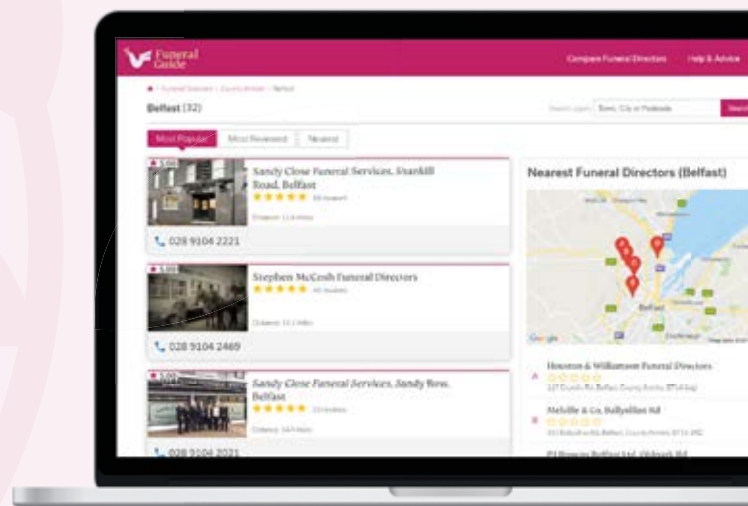
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Golden Charter
Trust

TRUST GROWTH NOW APPLIED MONTHLY FOR ALL GOLDEN CHARTER PLANS

Golden Charter has announced changes to the way growth is applied to set plan funds held in the independently managed Golden Charter Trust, benefiting independent funeral directors.

Trust growth is now applied to Golden Charter set plans on a monthly basis, rather than annually as was previously the case, aligning this with the way growth is added to Independent Way plans.

No matter when the plan holder

dies in the year, or the brand of the plan, the Trust growth up to the previous month will now be added to the plan value funeral directors receive at the time of need.

This change, which was introduced by the Golden Charter Trust on 1 October, follows the alignment of the growth rates applied to Golden Charter and Independent Way branded plans to meet the Trust's objective to pay at least long-term CPI on all plans,

regardless of type or payment method. This doesn't include plans paid by the fixed monthly payment option, where funds are paid to a policy managed by a UK life assurance company.

As announced earlier this year, the Trust annual growth rate for 2019/20 is 2.4%.

▼
For more information, visit **goldenchartertrust.co.uk**



A cheque for £1,000 was presented to Cllr Doreen Lee, the Lord Mayor of Bradford. Left-right: Suzanne Bairstow, Adele Gallagher, Lord Mayor of Bradford, Cllr Doreen Lee and Simon Wheeler

Christmas tribute helps grieving kids

Keighley-based funeral directors David and Adele Gallagher are lighting up their customers' Christmas with a tree at their West Yorkshire headquarters, Airedale House.

All of the families cared for by them and their team throughout 2019 are being remembered throughout the festive season, with each white light on the tree representing a deceased person they have cared for throughout the year, as they all understand what a difficult time this may be for loved ones left behind.

In their memory, the company has donated £1,000 to the Lord Mayor's Appeal Charity, Child Bereavement UK,

which supports families and educates professionals when a baby or child of any age dies or is dying, or when a child faces bereavement. The trust was founded in 1994 and in 2018 provided bereavement support to more children, young people, parents and families than ever before.

Adele said: "We know only too well the issues relating to bereavement for both young and old, and although we can support them during the short time that we are part of their lives, knowing that a charity such as Child Bereavement UK can guide them through the next stages of grief gives us great peace of mind."

SAVE THE DATE



SAIF AGM banquet weekend

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

Education day

17 June 2020
Leicester Tigers Rugby
Club, Aylestone Road,
Leicester LE2 7TR

SAIF Scotland Members Meeting

20 February 2020
7pm Central belt TBA
scotland@saif.org.uk

“Keep social media profiles online forever”

IN NUMBERS

7%

of Britons want their social media profiles to remain online after they die

1 IN 4 BRITS

want their social media profiles deleted but the contents given to friends and family (26%)

1 in 4 want them deleted completely (25%)

36%

of 18 to 24 year olds will take their smartphone passwords to the grave

Brits split on what should happen to online profiles after death

New YouGov research reveals that while 7% of Britons would like their social media profiles to remain online after they die, public opinion is split on what they would like to happen to their social media data.

One in four (26%) Brits want their social media profiles to be deleted from the internet, but the content immediately passed on to their friends and family after they pass away. Another one in four (25%) would prefer their profiles to be deleted immediately after they die, without saving the contents.

Brits aged over 65 were most likely to want their profiles completely deleted at 34%, compared to just 17% of 18 to 24 year olds.

More than half of Brits (53%) said they would give their family members their smartphone passwords before they died, while a fifth (23%) would keep their passwords to themselves. Brits are less keen to hand over passwords to their hard drives and other data storages (44%), however half would give the passwords to their PCs and laptops to their family before they die (58%).

A third of 18 to 24 year olds would

take their smartphone passwords to the grave (36%) while only 16% of over 65s say they wouldn't share their passwords.

Commenting on the research Connor Ibbetson, Research Manager at YouGov, said: “Most people make arrangements for what will happen to their home and savings after they die, however the issue becomes more complicated when it comes to social media and other digital data. Public opinion is pretty evenly split between deleting your profiles entirely, or deleting your profile but passing the data to your family. “What is interesting,

however, is the 7% who would like their profiles to remain online forever, something Facebook already allows people to do by turning a profile into a memorial page.”

“A THIRD OF 18 TO 24 YEAR OLDS WOULD TAKE THEIR SMARTPHONE PASSWORDS TO THE GRAVE”

KEEPING IN TOUCH

People are using messaging and social media to stay in touch with the deceased, but the practice of contacting the dead via technology is nothing new.

In the 1800s, spook photography was popular, with ‘ghosts’ of the dead appearing in images. In the mid-19th century, séances and ‘table rapping’ were inspired by the invention of the telegraph.

These days, our digital presence lives on even after we’ve died so it’s not surprising that grief-stricken friends or family members regard phone numbers or social media pages as a means of staying close to those they miss.

In the small town of Otsuchi in northern Japan, 2,000 residents were lost in the tsunami in 2011.

Before the tsunami, one resident had lost his cousin to illness. He struck upon the idea of placing an old phone booth at the bottom of his garden with a disconnected rotary phone. There he would ring his deceased cousin’s number and his words would “be carried on the wind” as he spoke to him.

After the tsunami, word about the wind phone spread and now many more people have visited Otsuchi to call those they have lost.

‘Untested’ coffin safety fears

New scheme will ensure coffins won’t leave families distressed

UK funeral directors are being urged to ensure the coffins they supply are formally accredited in a bid to protect the public from potentially inferior products.

Alun Tucker, Chief Executive of the Funeral Furnishing Manufacturers’ Association (FFMA), said the growing range of online and direct sales meant families couldn’t always be certain of coffins meeting the requirements of crematoria.

The FFMA has developed a universally recognised accreditation scheme, the Test Protocol, which is seen as the industry standard, and ensures coffins are accepted at sites across the UK. Funeral directors who only supply coffins tested by the Association should be sure of avoiding any problems on the day of the funeral.

“In recent years, with the rise of DIY



funerals and online sales, there has been an increase in people buying direct from suppliers. Not all of these submit their coffins to us for testing and we, therefore, cannot vouch for their ability to carry a deceased person safely and with dignity.

“We fear that the public is potentially being exposed to inferior products and ask funeral directors to work with us to ensure families aren’t placed in the distressing situation of having a coffin being refused at a crematorium or the product malfunctioning at a funeral,” Alun said.

The FFMA Test Protocol is built around nine strict tests, including strength, charging, ignition, ash residue, leakage and handling.

For example, if a coffin distorts during autocharging it will fail the test. Likewise, in the leakage test, during which a cone of material is filled with fluid, the coffin will not make the grade if it doesn’t retain the liquid.

The scheme was developed by FFMA members, many of whom are coffin manufacturers, with the support of the Institute of Cemetery and Crematorium Management, the Federation of Burial and Cremation Authorities and the Association of Private Crematoria and Cemeteries.

Funeral directors can check whether the coffins they are offering are accredited at the FFMA’s website.

For further information contact Mark Binnersley on 07392 006928 or email at: hello@markbinnersley.co.uk For info on the FFMA Testing Protocol go to ffma.co.uk/test-protocol

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Rounce Funeral Services named Low Cost Funeral Provider of the Year

A family-run Worthing funeral firm beat off a host of competition to win two awards at the 2019 Good Funeral Awards in recognition of outstanding services to the bereaved.

Independent provider, Rounce Funeral Services Limited, of Worthing, attended the evening ceremony at the Port Lympne Hotel in Kent in October after being shortlisted in two categories – Low Cost Funeral Provider of the Year and Best Information Provider of the Year.

Hundreds of nominees competed for the awards which were organised by the Association of Green Funeral Directors. On presenting the Low Cost Funeral Provider of the Year award, organisers said: “Rounce Funeral Services’ testimonials stood out as they always go the extra mile, deliver a caring and high quality service coupled with very competitive pricing”.

Funeral Director and Chairman, Christopher Rounce, said: “Just to have been nominated by our customers is an honour; to have been selected to go through to the finals was amazing; but to actually win the national 2019 Good Funeral Awards was totally out of this world. Thank you to everyone who voted for us and left a testimonial for us, it was incredible.”

The AGFD (Association of Green Funeral Directors) Good Funeral Awards are now in their eighth year and recognise excellence in the world of funerals, rewarding the best funeral directors and all associated



Janet and Christopher Rounce

services that are involved in creating memorable funerals. Wholly independent of the funeral industry,

the awards are decided on consumer reviews and recommendations from within the profession.

“ROUNCE’S TESTIMONIALS STOOD OUT AS THEY ALWAYS GO THE EXTRA MILE”

Association of Green Funeral Directors

COMPANY PURRS OVER NEW FLEET OF JAGUARS

Anthony Ford and his daughter Jamie Ford-Hailstone recently welcomed their new Jaguar XJ fleet to their home-run business.

Purchased from Wilcox Limousines, the brand new Jaguar hearse and limousine will mean Revel Funeral Service, Independent family

funeral directors will be able to provide luxury for the families they serve in rural communities in Rugby, Coventry and Warwickshire near their home in Bretford.

With a passion for wheels, Anthony and Jamie are following in the footsteps of Jamie’s great grandfather Alfred Locke,

who ran a haulage firm and also supervised funeral arrangements for the community.

“Offering what families need at a sad time in their lives is paramount to the success of anyone serving their community,” says Jamie. “Bringing loved ones into our care is as simple as bringing them home!”



Jaime Ford-Hailstone with her grandfather George Ford take delivery of their new fleet from Malcolm Brookes, Sales Manager of Wilcox Limousines.



WHICH COURSES WHERE? IT'S UP TO YOU...

The IFD College Administrator is currently working on a schedule of courses for Spring/Summer 2020.

Courses are booked where the college knows there is enough interest to run them so if you would like courses to be run in your area, please contact Corinne Pengelly at corinne@saif.org.uk or call her on 01279 726777.

More information regarding the courses, including syllabuses and costs, can be found on the IFD College website at www.ifdcollege.org

Spotlight on W. J. Hoyland & Co. Funeral Directors, Sheffield

One of the oldest family-run funeral directors in the South Yorkshire region is now headed by the fourth generation.

W. J. Hoyland was established by William James Hoyland on 10 June 1912, while the premises and business were originally built and established by John Keeton in 1876.

Mr Keeton passed away in April 1915, by which time the business had already been taken on by William

James Hoyland who was trading as “Undertaker, Joiner and Property Repairer,” serving the village of Intake and surrounding areas in Sheffield.

William and his wife Elizabeth Ethel had two sons, William Hugh Hoyland (known as Hugh) and Eric. When William passed away in January 1959, his eldest son Hugh continued to develop the business further.

Hugh was a very skilled carpenter and craftsman and he took on property repairs and alterations of all descriptions, with these later carried out by his nephew, Ralph.

Ralph showed a keen interest from a young age, and with Hugh’s guidance, he learnt all aspects of the business.

The full range of services and support offered by the business today is much more expansive and bespoke than in the early days when people didn’t have use of a Chapel of Rest.

The coffins were all hand-made in the workshop on the premises and a horse-drawn carriage was used to

transport the coffin. The workshop and original stable where the horses were accommodated at Hoyland’s is still in existence today.

In addition to helping out with the funeral and joinery business, during the mid to late 1960s, Ralph and John Hoyland (Hugh’s son) also established a wedding car business.

Ralph and his wife Rita also provided the fourth generation of Hoylands: four daughters, Helen, Anya, Rebecca and Riana.

When Hugh sadly passed away in April 1985, Ralph maintained and continued to build upon his uncle’s hard work, carrying the joinery and

funeral business forward with his extensive knowledge, professionalism and dedicated love of his job, until his untimely passing in May 2009.

With William, Hugh and Ralph very well known and well respected characters within the local area and beyond, it was up to the fourth generation to take up the reins.

On 1 October 2009, Ralph’s daughter, Rebecca decided to continue to take W. J. Hoyland & Co. Funeral Directors forward, along with the assistance of brother-in-law, Mark.

Now over 107 years old, W. J. Hoyland & Co. Funeral Directors continues with Rebecca and her supportive team,

which now includes her sister Riana and brother-in-law, Warrick.

The business remains an independent, family owned establishment, serving all parts of Sheffield and the surrounding areas, and is focused on providing a professional and caring service with traditional values. The team is committed to maintaining the good name and reputation created by their predecessors.

This article was submitted to *SAIF Insight* “in loving memory of our late Dad, Ralph”. The Hoyland story has been published in the Sheffield edition of *The Golden Years 1900s to 1970s*.

“STRONG YEAR” FOR REMEMBRANCE DISPLAYS

As a winner is announced, The Royal British Legion praises funeral directors' creativity

The Royal British Legion has chosen Devall & Son Family Funeral Directors as the winner of this year's Remembrance window display competition. The Independent's display in Coventry took the top spot in a record-breaking year for Golden Charter's campaign in support of the Royal British Legion and Poppyscotland.

Sophie Barnett, of The Royal British Legion, praised “the innovative way Devall &

Son displayed items from the Second World War era – it's wonderfully different”.

Devall & Son was one of seven shortlisted businesses, whittled down from more than 40 entrants, and Golden Charter awarded the company a £250 John Lewis voucher for taking the top spot. More than 600 funeral director branches have also signed up to raise funds for the charities through a £25 donation from each Golden Charter plan sold.

“THE INNOVATIVE WAY DEVAL & SON DISPLAYED ITEMS WAS WONDERFULLY DIFFERENT”

Sophie Barnett, The Royal British Legion



The winning window, by Devall & Son, Coventry



Sophie added: “This was a remarkable year for Remembrance window displays. The standard and creativity of submissions was excellent and we have been impressed with the level of community involvement.

“Picking a winner was difficult, and to acknowledge the strength of this year's entries, every shortlisted funeral director will be

receiving a prize from Golden Charter as thanks for their efforts.

“Our congratulations to all entrants, and to Devall & Son for taking the top spot in such a strong year.”

To hear more about the work Independents can do with The Royal British Legion and Poppyscotland, please speak to your local Golden Charter business manager.

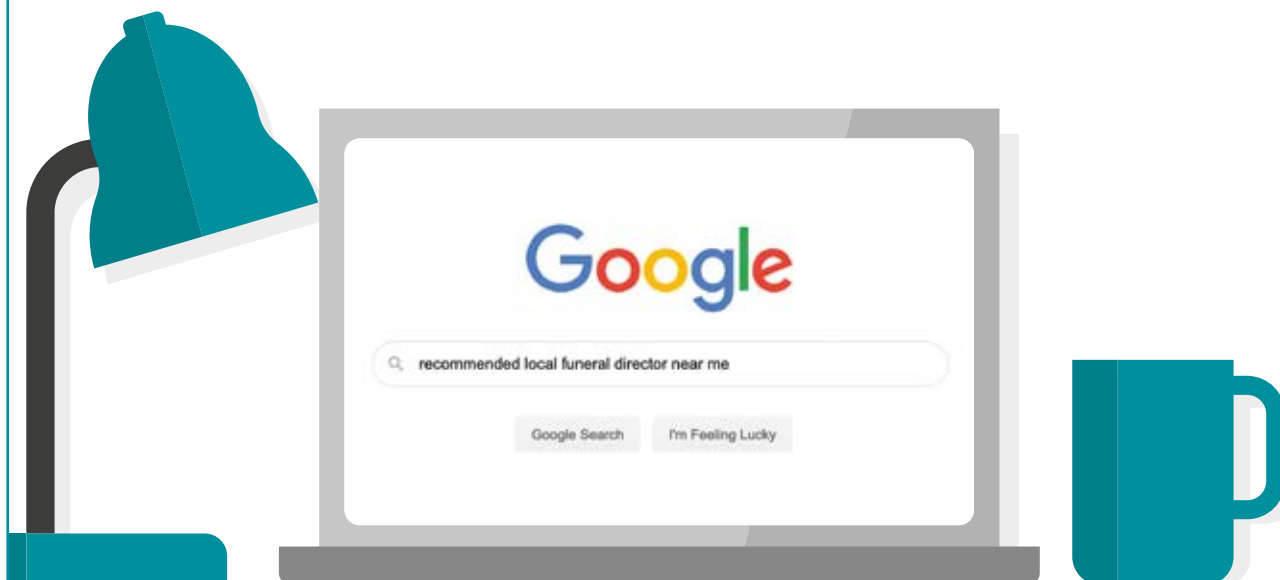


Shortlisted

- Devall & Son Family Funeral Directors
- J J Burgess & Sons
- John Duckworth Funeral Directors Limited
- Kenneth Keegan Independent Funeral Directors
- Kriss Morrison Cooper Independent Funeral Director Ltd
- Neil & Sonya Milsted Independent Funeral Directors & Monumental Masons
- Pepperdine Barret Family Funeral Directors

Each runner-up has received a Green & Black's luxury organic chocolate collection from Golden Charter in thanks.

Make sure you don't get left behind in the search results.



The way families find a funeral director is changing - fast.

As the only online directory created for independents, we're here to make sure your business stays a step ahead.

localfuneral.co.uk 

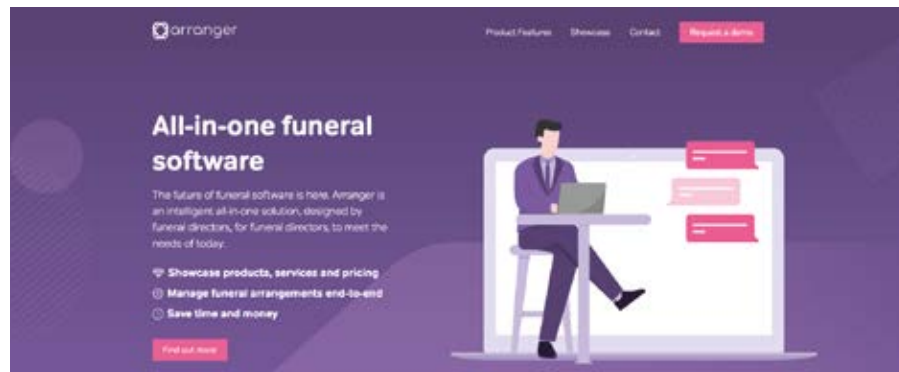
IT'S TIME FOR SMARTER BUSINESS

The software solution for a new era

Growing demand for more personalised funerals has inspired an innovative new way to guide families through their options

For many, their idea of how a funeral should be is still rooted in the traditions of the Victorian era, with a church ceremony, religious hymns, black attire and top hats being the norm. While this might still be the preferred approach for many, more and more people are seeking less conventional ways to celebrate the life of their loved one in a manner that is entirely individual. Whether that's bespoke coffin designs and high-end catering from Oliver Peyton's funeral home, Exit Here, rainbow-coloured, flower-covered hearses, or *Star Wars*-themed send offs – it seems anything can be 'the new black'.

In recent years, the funeral profession has responded to this trend by offering greater choice, including more burial and cremation options, personalised designs on coffins and unusual burial locations. Recommendations from the CMA and Scottish Government also indicate that pricing transparency will become a legal necessity for funeral directors soon.



With many funeral directors now offering a wider variety of options with greater complexity in pricing, a new challenge has arisen. Funeral directors are faced with the difficulty of guiding families through an ever increasing range of choices, whilst trying to provide total clarity on all funeral costs with limited time.

Arranger is a software solution which makes this process much easier for the funeral director, whilst improving the overall experience for families. This can help funeral directors display their full range of products on

a tablet or flatscreen, doing away with the need to rifle through numerous catalogues. It's quick and easy to search for personalised options and to view product photos and information. Once the choices have been selected, an itemised estimate with all costs can be generated instantly, helping the bereaved to stay within budget whilst providing them access to a full range of personalised options.

Arranger is an all-in-one, intelligent software solution that helps you run your funeral business. Find out more at www.arranger.com.

All-in-one funeral software

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www.arranger.com

Or call 01392 409 760



Paul's military might

Paul Capper
(left) with Royal
British Legion
Padre, Rev. Iain
MacFarlane

Veterans' funerals receive final flourish with specially designed bier

Paul Capper of Eastleigh's Independent Funeral Directors has officially dedicated a new custom-built funeral bier made specifically for the coffins of military veterans.

The bier, which is a traditional stand for a coffin

to be placed on or carried on to the grave, is one of only two of its kind in the UK.

It was donated and manufactured by Berkshire-based A R Twigg & Son Ltd, in support of the Royal British Legion Poppy Appeal.

Having been produced to the exacting standards of

Paul and his team, the bier will allow the coffins of military veterans to rest upon the flag of the country they have proudly served and will take centre stage during funeral services for military veterans and families across Eastleigh and Hampshire.

DESIGNING SAIFINSIGHT FOR FUNERAL DIRECTORS

The SAIFInsight team is planning a refresh and redesign of your magazine.

We know that SAIFInsight is reaching the vast majority of Independents – more than 90% of you tell us you are regular readers and saifinsight.co.uk reaches more than 1,000 monthly visitors – and we want to ensure you get the most value possible from the time you devote to reading. That will involve a review of our design and a change to how frequently you receive issues.

Our goal is to ensure each issue leads you straight to the news and views you want, while keeping the magazine free and relevant to you.

As we work through these changes, the upcoming schedule will be a little different for the rest of 2019/20. You can expect to receive the two upcoming issues on the weeks commencing:

- 17 February 2020
- 6 April 2020

Following that, from 2020/21 you will begin receiving nine editions annually. This change will allow us to bring you the consistently high-quality issues free of charge, and we hope it will fit well into your working year.

SAIFInsight is already more convenient to access than ever. Stories from each issue will continue to be regularly uploaded on to saifinsight.co.uk, and full digital versions of each issue can also be viewed on the site.

You can input by letting us know the topics and themes which you would like to see covered by SAIFInsight. Please email info@saif.org.uk

WEBSITE BRINGS ADDED VALUE

New localfuneral.co.uk features a boon for Independents



Since its launch in January 2018, the team behind localfuneral.co.uk has been working with independent funeral directors to develop new, flexible features to help their businesses compete effectively online.

As well as putting families in touch with their local independent funeral director at the time of need, the platform now includes the ability to further personalise listings with images and logos, create shareable Funeral Notices and access a new Business Insight dashboard.

One of the most recent updates to localfuneral.co.uk has given Independents the ability to add the price of a Simple Funeral to their listing.

SAIF and the NAFD have, for some time, recommended that members make their pricing available online. More recently, the Funeral Service Consumer Standards Review (FSCSR),

an industry-led group made up of stakeholders from across the sector, has announced it is looking at ways to make it easier for customers to compare funeral prices online in a bid to improve transparency.

Analysis of user behaviour and independent research have also made it clear that customers expect to find prices on localfuneral.co.uk.

A survey conducted by YouGov on behalf of the NAFD last year found that 84% of people who had organised a funeral in the past five years said they would like to see prices listed online. Therefore, there was clear demand for an online pricing feature.

The Simple Funeral package, which is based on a model developed with the input of SAIF and the NAFD, is broken down into the price of a coffin, funeral director services and the local crematorium fees, and operates as a guide price for visitors to localfuneral.co.uk.

This means customers can compare funeral directors in their area more easily.

What the localfuneral.co.uk team is very clear about is that pricing is only displayed with the explicit consent of the funeral director, who is free to make changes and update pricing at any time. Participation in the site is entirely at the discretion of each independent funeral director, and the same applies to the information displayed on the listings, which Independents can easily update themselves as often as necessary.

The localfuneral.co.uk team is available now to discuss the various features available to independent funeral directors.

✓ To make an appointment, contact the localfuneral.co.uk support team on 0141 931 6384 or email support@localfuneral.co.uk

This month, Jeffery Gascoigne from A. J. Gascoigne & Son in Northumberland shares his experience of localfuneral.co.uk and its features so far

What made you choose to list your prices on localfuneral.co.uk?

The Competition & Markets Authority is looking at the funeral industry to ensure better service and transparency for the general public.

Prices will always differ, and some companies will provide better service than others. Adding our prices allows the customer to decide.

What would you say to other Independents who are thinking about listing their prices on localfuneral.co.uk?

Traditionally, families have used the same company where they've received a good service in the past, and word of mouth is also a big factor. However, in this age of technology, more people are looking online for services and localfuneral.co.uk is featured heavily on funeral searches.

That means if you're not on there, you won't get noticed. If your prices aren't listed then there's a good chance you'll be overlooked by the customer as they want to know upfront what they're getting for their money.

What other aspects of localfuneral.co.uk have you found that have benefited your business?

Today there are fewer people buying newspapers, and more are using mobile phones and going online to keep updated with news. Lots of families are now moving towards Facebook to inform family and friends of funeral arrangements.

That's why we've been using localfuneral.co.uk's Funeral Notice tool, which provides an additional service for families at no

charge. The notices can be displayed on your own website and shared on Facebook, with the option for family and friends to leave condolence messages and link to a donations or charity site.

Today's families are looking for more and the Funeral Notice feature offers this as an alternative to traditional newspapers without the additional cost. Give it a go. It provides an extra service for clients and hopefully it will drive more traffic to your website.



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THERE IS A LIGHT THAT NEVER GOES OUT

With many faiths to consider in this multicultural world, it's comforting to know we have expert members in our midst...

MUSLIM

“OUR COMMUNITY'S RELIGIOUS NEEDS HAD TO BE RESPECTED”

Chaplain Ahmed Alsisi
Founder, White Rose Funerals, Cardiff, and the Wales Bereavement & Mental Well-Being Conference

“Ten years ago, I was in a local mosque and the Imam mentioned that, in Wales, no funeral director catered for the Muslim community's specific needs when it comes to funerals. There were no shroud burials or same-day burials, and at the time all post-mortems were invasive, something which is against our faith. I felt something had to be done – I thought I could help – so I founded White Rose as a self-sponsored service for the Muslim community. That led us to being established as a company dealing with not only Muslim funerals, but those of all faiths and none.

Muslim funerals should be the same day whenever possible. As soon as the death happens the body is covered, eyes are closed, the deceased's head is tilted to the right to face Mecca in the East and the legs are crossed. The body is then washed and shrouded. Muslims don't use caskets or coffins, instead we believe in natural burials. It's all very different from non-Muslim funerals and I could see the need for our community to have their religious needs respected.

I realised someone needed to be an advocate for the Muslim community, someone had to be able to speak to the council, coroners or local hospitals – at first it was very frustrating



Chaplain Alsisi with the Archbishop of Wales and members of the community at the Senedd

because the community was bombarding the council with complaints. They needed same-day funerals and their traditions were being ignored. There were rumours circulating that other funeral directors' protocol was to strip the deceased naked upon taking them into care – something which is against our faith, especially when it is a woman and the funeral directors were men.

There were lots of things, large and small, all adding up to a gulf in understanding.

In 2010 we managed to implement the same-day burial law and we have achieved agreement for shroud burials to be accepted and weekend burials as well. I've worked hard to talk to hospital staff, coroners and cemeteries to put the Muslim point of view across and have everyone meet on middle ground. I'm very proud to have brought harmony to the community. My father is originally from Palestine and he said I have to leave a good imprint wherever I am.

Now I have a very close relationship with the senior coroner, Graeme Hughes, whom I have found to be both incredibly understanding and humble – he sits with me and community leaders of all faiths on an informal level – in fact he came to my house for dinner a couple of nights ago. Last year we had four stabbings in Cardiff, two from the Muslim community, and

the families had to wait weeks upon weeks for their loved ones to be released. Thanks to the Chief Coroner, Judge Mark Lucraft, whom we have had the immense pleasure of working with on several previous occasions, the senior coroner has now explained that the defence has five days to put in a request for post-mortem. This means the body can be released back to the community within less than 14 days.

We've seen with our families that the people who have a faith – any faith – manage to deal with bereavement quicker. My own faith helps me – I pray five times a day and I know that we are all here to help others. This life is a test, the bad and the good will not last forever.”



The Alsisi brothers

CATHOLIC



“ARRANGING FUNERALS WITHIN THE CATHOLIC COMMUNITY IS A VOCATION”

Tom France
A France & Son,
Central and North London

“A France has had a long history since being established in 1764. Previously holders of the Royal Warrant as 'royal upholsterers', the firm was tasked with furnishing the North Wing of Queen's House (formerly Buckingham House). France and Son was later given the title of 'Royal Upholder' which meant we were responsible for looking after the funeral arrangements of the Royal Household.

Over the years the firm was entrusted with the funerals of King George III and King George IV in the early 19th Century, among other members of the Royal Family. 1806 saw the five-day state occasion of the funeral of Lord Nelson. William France was tasked with arranging the lying in State at the Royal Naval Hospital in Greenwich as well as the construction of the coffin which contained 10,000 brass nails. *The Sunday Reporter* is quoted as saying: "Mr France, Upholder to the King, in Pall Mall, was on



A France & Son were asked to take care of the relics of St Therese of Lisieux in 2009

Thursday so obliging to the public that he permitted all ranks of people, without distinction, to go into his house for the purpose of having a complete and close view of the magnificent State Coffin.”

My Grandfather, Bernard France, worked in the family business since he was 14 – the same age I started in the trade. Bernard, or Bunny as he was known, retired about six years ago, in his late eighties. He was deeply rooted in Catholicism and was a member of many Catholic societies, as well as being recognised for his work by the church through two Papal orders – Knight of St Gregory and Knight of the Holy Sepulchre. His relationship with the clergy wasn't just a working one and many of his friends were priests who would come to dinner at his home.

Grandad arranged and conducted the funerals of three Cardinals – Cardinal William Godfrey in 1963, Cardinal John Carmel Heenan in 1975 and Cardinal Basil Hume in 1999. More recently the firm was entrusted by the Cathedral to look after the funeral for Cardinal Cormac Murphy-O'Connor, which was conducted by my uncle Michael in 2017.

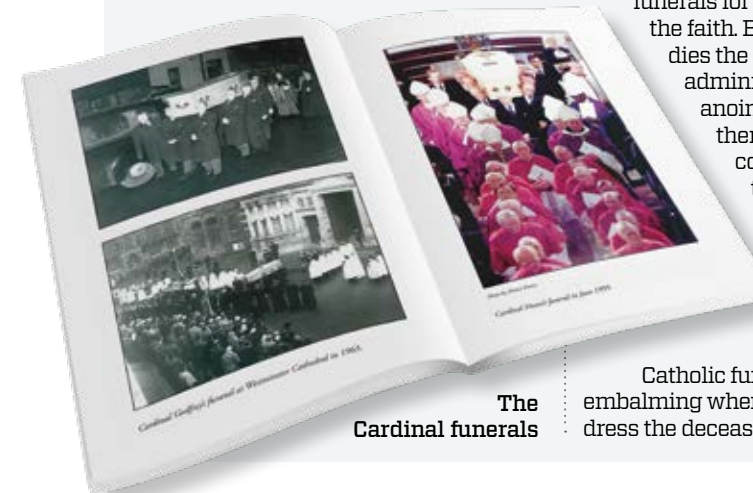
In our work alongside the Church we have had the privilege of arranging funerals for many families of the faith. Before a Catholic dies the last rites are usually administered – a priest will anoint the person and give them Communion. This could be in hospital, by the Chaplain, or at home by the sick person's priest. In terms of preparation of the deceased, it doesn't differ hugely from non-Catholic funerals. We carry out embalming when asked to do so and dress the deceased in clothes provided.

It is common for families to have prayer cards or rosaries placed in the hands of the deceased. Families may also request prayer cards with a picture of the deceased on to be handed out at church alongside the order of service. These cards usually have a prayer on one side and a religious icon such as a representation of Christ or the Madonna on the other.

While Catholic funerals have traditionally consisted of a funeral Mass followed by a burial, we are seeing more and more cremations taking place. It is still more common to have a Mass then a cremation rather than a service based exclusively in a crematorium, however Catholic services at the crematorium are becoming more popular. The main difference being that funeral Masses in a church will see the priest administer communion to the congregation.

Clerkenwell has a long association with the Italian community. We have St Peter's Italian Church down the road so we carry out a lot of Italian funeral Masses. Aside from the rosary in the days before the funeral, we often take the coffin into church the night before so the deceased can lay in church overnight. It is also common practice, particularly within the Italian community we serve, to have a mass the night before and a mass the following day before the interment.

When Grandad died earlier this year at the age of 93, he had seen a lot of changes in his lifetime. The family arranged a Requiem Mass at St Peter's Italian Church, then at Our Lady of Dolours, Hendon, which was his parish church. The Cardinal celebrated the funeral mass at Grandad's church and many of the priests he had known over the years concelebrated. It really was testament to him and the work the firm has done alongside the Catholic community over the years.”



The Cardinal funerals



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ORTHODOX CHRISTIAN

“WE MUST TAKE ON THE FUNERAL RITES OF ANY AND ALL FAITHS”

Ross Hickton
Hickton Family Funeral Directors,
Cradley Heath, Halesowen, Bartley Green,
Castle Bromwich, Wolverhampton

With this multicultural, diverse country we live in now, we as the funeral directors must be able to adapt and take on the funeral rites of any and all faiths, religions and cultures. Originally our business, based in a traditional British town, carried out very similar funerals day to day.

Now with the business spread into the cities of Birmingham and Wolverhampton we are called upon to carry out funerals for a more diverse community.

One of these is the Christian Orthodox faith with their funeral rites.

This gives an idea of the traditions we adhere to when we are carrying out a Greek Orthodox funeral.

A multi-day wake is held prior to funeral service for the family, with the head of family generally taking the lead to arrange the funeral. There is a quick turnaround from point of death to the funeral.

An ornate coffin or casket is generally selected and this, in my experience, will have the last supper etched on it.

The family and the priest will visit the funeral home to wash the deceased – this is an important part of the ritual.

The funeral service itself is always held at an Orthodox church, with the coffin generally lying open in church, with the family paying respects to the deceased. There is a focus on religious readings, more so than about the deceased. Candles are held during the service and incense is also burned around the coffin.

At the graveside, there are certain rites to perform, which include bread being placed in the grave and wine and olive oil being poured over the coffin.

A food table will also be set up at the cemetery, with wine, bread and olives being served to the mourners.

These rites are very traditional, however, in my experience so far, a lot of the more westernised orthodox will pick and choose what they want. Unless there is a stalwart member of the family who wishes it to be done in the traditional way.



FAITH FUNERAL FACTS

Hindu

Those of the Hindu faith prefer to die at home, surrounded by their family who will keep vigil. Although the physical body dies, the individual soul has no beginning and no end. It may pass to another through reincarnation, depending on one's karma. A viewing will normally take place before a Hindu cremation, but since the cremation typically happens within 24 hours after death, they are usually brief. Typically, the casket is carried into the crematorium feet first, while mourners recite prayers. Then the bereaved will circle their loved one in prayer and observe the cremation.

Sikh

The Sikh funeral is known as Antam Sanskaar, meaning “the last rite of passage”. The focus of the funeral ceremony is not loss and grief, but

celebration that the soul has an opportunity to re-join Waheguru (the Wondrous Giver of Knowledge, the Sikh name for God).

Before a Sikh funeral service, the body is bathed and the articles of Sikh faith, called the Kakaars, which the person would have worn during their life as an Amritdhari (initiated) Sikh, should not be taken off nor the hair cut or removed from any part of the body.

The format for Sikh funerals can vary widely. Sometimes there will be a service before the cremation, the cremation, and then another service at the gurdwara (the Sikh place of worship). Sometimes there will only be a cremation, with a few prayers recited. After the cremation, the ashes are usually buried in the earth or scattered, often in a body of flowing water, such as a river or the sea.

Jewish

Traditionally parent, child, spouse, or sibling are “officially” designated as mourners (avelim) and have specific responsibilities and prohibitions.

Just before the beginning of the service, the officiant gathers the mourners together and places a black ribbon on their outer garment, in some cases this is torn (called Keriah, or tearing). The act of tearing is an ancient ritual that serves several functions: 1) Since we are physical beings, we need to do something physical to express our grief; 2) It is a symbol of the tear in the fabric of the family after the death of a loved one; 3) It sets up a separation of status: prior to this moment, the mourners have had the responsibility of taking care of all of the details of the funeral and now their responsibility shifts to allowing the community to take care of them.

FAITH IN THE UK



| | |
|---------------------------------------|------------|
| CHRISTIAN (all denominations)..... | 33,111,246 |
| NO RELIGION | 23,725,080 |
| MUSLIM..... | 3,372,966 |
| OTHER RELIGION | 1,028,513 |
| HINDU..... | 1,021,449 |
| SIKH | 404,891 |
| JEWISH | 336,965 |
| BUDDHIST | 263,398 |
| + | |
| MISSING..... | 2,023,914 |

TOTAL
65,288,422

Source: Annual Population Survey April 2017 to March 2018, weighted Person Weight APS 2017. The most recent data available from the Annual Population Survey (APS) at the Great Britain level (England, Scotland and Wales).



“WE FIND SEVEN OUT OF 10 PEOPLE WHO ENQUIRE ABOUT A DIRECT CREMATION GO ON TO UPGRADE TO A TRADITIONAL FUNERAL”

Chris Sample, Your Choice Funerals



been so much easier for them to navigate – and there are no hidden extras.

Winning Regional and National awards two years running at the Funeral Planner of the Year awards has been great for us, too, and we find they really helped boost the business and they help us promote the funeral plans.

We're not too pushy with our marketing, though. We have our leaflets, and we'll sit and chat to people about them, but we always tell people to go shop around – we know we have the best prices in the area, so if people like us, they'll return. When they do come back, people have confidence in us.

We basically just want to be transparent from the bottom up to the horse-drawn carriage. Nothing's hidden, it's all on show and that's what is so helpful for people.”



COMMUNITY CHAMPS

Helping people make the best choices for their budget is paramount for Your Choice Funerals – Chris Sample tells us why it's working for everyone...

“I used to be employed by a bigger undertaker in the area and the whole process was all about upselling, which I think is wrong. I saw how much profit was in the business and knew how much more affordable funerals could be, so I started Your Choice, with the aim of offering much lower-cost funerals.

Your Choice entered the market in 2014/15 and now has four branches in South Shields, North Shields, Hebburn and Whitley Bay, and I'm pleased to say the business has grown year on year.

We offer two direct cremation options at our local South Tyneside Crematorium. It does a reduced fee before 8.30am, so we can offer a simple cremation with no family attending, or the family can choose a date and time to do the service themselves, play some music.

Our area is a working class area. People



Your Choice's web pages offer clear options

here haven't got loads of money, but take pride in what they do for their loved ones.

We put our funerals into packages – that allows people to choose whether or not they add on extra elements. We find that seven out of 10 people who enquire about a direct cremation go on to upgrade to a traditional funeral. But it's always their choice, we never push, we keep it light.

Ours is a family business – I'm the owner, my dad Graham and twin brother Tom and I organise all of the funerals and services, and my mother-in-law Deborah, stepmum Marie and wife Carly run the individual shops.

We try to make the whole process more approachable – people can look in the window and see everything on offer. We have bright shops, with everything clearly listed in the window – there are no gloomy blinds with everything hidden.

The feedback has been really good. People are really pleased and tell us it's

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WHO YOU GONNA CALL?

Stewart Bodys, Golden Charter's Contact Centre Manager, explains how analysis of thousands of enquirers' behaviour can help you reach families on their terms

This summer, Golden Charter launched a major piece of internal research that helps answer the question: "When do families most want to hear from us?"

Following the success of last year's contact centre changes, which saw us transform our enquiry process into a conversation centred on families' needs, the next stage was to ensure that those conversations were happening on families' terms, at the times best-suited to potential customers.

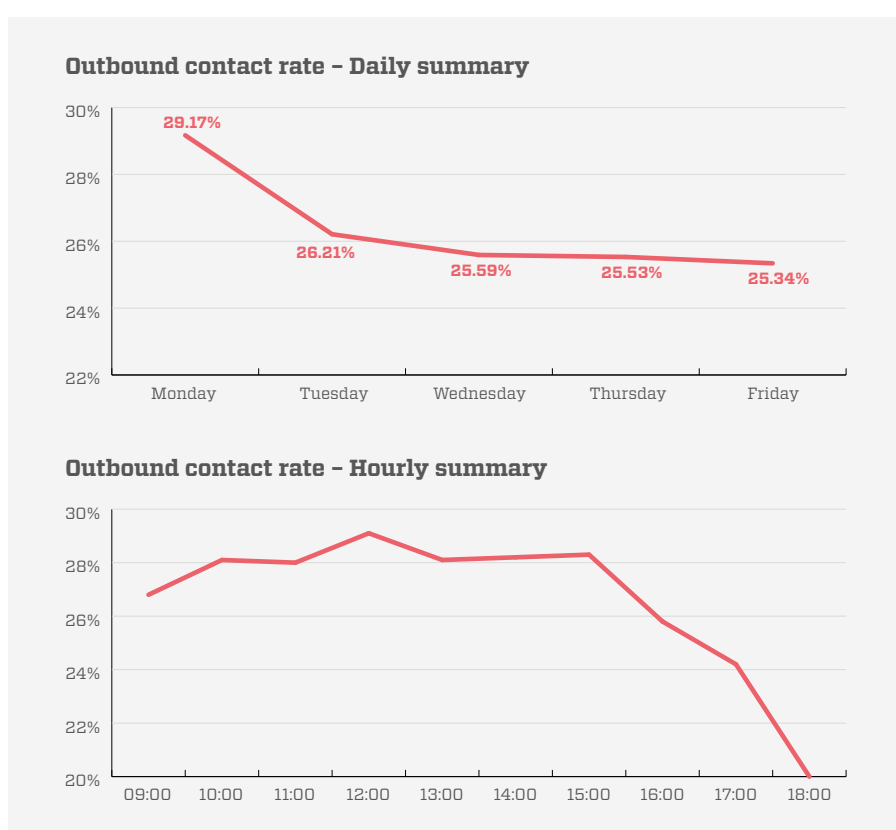
We know that families who contact a funeral director or plan provider want a prompt follow-up, but that can be easier said than done. To be as effective as possible, Golden Charter and Independents alike need to build a clearer impression of those families' behaviour to help us learn how we can best reach them.

A benefit of Golden Charter's scale is that we have a wide range of data about how each customer or enquirer prefers to contact us and be contacted. Over the first half of this year, we put that data to work, examining more than 70,000 inbound and outbound calls.

By observing the real behaviour of enquirers, we can produce an idea of the typical funeral planning family: hugely valuable not just for Golden Charter, but for every Independent looking to give families the best possible experience when contacting them.

Findings

The first thing to stand out when looking at the volume of calls Golden Charter receives every week is that customers are most likely to get in touch on a Monday. It is easy to hypothesise that customers use the weekend to discuss their potential purchase with their families before committing to it. And that is just as true for people who don't actively contact us: the likelihood of us successfully



contacting an enquirer is also markedly up on a Monday.

With Mondays also a strong day for concluding sales and making sales presentations, our findings are in line with the idea that families appreciate having the weekend to reflect.

Even when it's not practical to call enquirers on a Monday, the wider insight shows that time to discuss their purchase is

vital to families. We were able to go further than looking at days of the week, however. Hour by hour, enquirers' behaviour shifts.

Aside from the obvious drop-offs throughout the afternoon, these differences are more subtle than those between days of the week and only become obvious at the scale of our research, but being available at these times could be the difference that ensures enquirers are able to reach

“MONDAYS ARE A STRONG DAY AND OUR FINDINGS ARE IN LINE WITH THE IDEA THAT FAMILIES APPRECIATE HAVING THE WEEKEND TO REFLECT”

you. Several peaks stand out: the best time to reach families is between noon and 1pm, with 3pm to 4pm the next most successful. For inbound calls, 11am to noon is the peak, with a consistent drop-off from 3pm onwards.

At Golden Charter, we have shifted break patterns in a way that ensures staff are best able to deal with these peaks. Following the data leads to that kind of simple change, improving the chances of a positive experience for families and our own staff.

Know your community

These findings don't exist in isolation; families' decisions are influenced by all sorts of factors. Better weather has been clearly shown to reduce demand, as can national events – be that elections, the impact of Brexit, or major sporting events – while Golden Charter's marketing activity influences how often and when people may choose to get in touch.

You know your community best. We find that smaller-scale events can have just as much impact, so that local experience is vital. School holiday times are a prime driver of calls, and if you are aware of a local event that could similarly influence families in your community, it is important to diarise it and ensure you remain conscious of the possible impact it can have on when families may want to contact you, or to hear back from you.

Between your local knowledge and Golden Charter's large-scale analysis, we have a fantastic opportunity to ensure families can reach you and receive the prompt follow-up they want at the time best suited to them. ●



IN NUMBERS

29.17 PER CENT

Monday, with a 29.17% contact rate, has shown to be the best day to contact enquirers

Noon to 1pm

delivers the highest contact rate per day. The next best hour is from 3 to 4

SAIF MEMBERSHIP

A DECISION YOU WON'T REGRET

Many funeral directors are seeing the benefit of joining SAIF – the only trade association specifically for independent funeral directors. SAIF has seen a rise in membership in 2019 and currently has more than 935 members.

Please feel assured that as our membership grows the dedication to each member remains the same. We aim to answer your queries and concerns without delay and the support given to each member is as strong as it has always been.

As a reminder, the key benefits of membership are:

- **Dispute Resolution Scheme:** A complaints procedure, investigation and, if required, resolution scheme giving extra confidence to your client
- **Events:** Including an annual banquet weekend, regional meetings and online training
- **HR Resource Centre:** Members of SAIF can access advice through the members' area of the website, and book telephone appointments at SAIF Business Centre
- **NEXTGen:** Have created several platforms for all its members to have a supporting body of likeminded business people who also share the stresses and strains of being "the future leaders of their businesses"
- **Professional Indemnity Insurance:** standard inclusion at no extra cost
- **Quality Assurance Inspections:** regular inspections with guidance on correct procedures, protocol and best practice
- **SAIF Acquisition:** An introduction agency for any independent owners who wish to consider selling their business to another independent, so that their name is safeguarded with

common vision and values

- **SAIF Business Centre:** a friendly, efficient team to help with any inquiry
- **SAIF Charter:** financial incentives for members who exclusively sell Golden Charter Funeral Plans
- **SAIF Helpline:** free help with tax and legal advice
- **SAIF Insight:** regular magazines (print and online) to keep you up to date with industry news and views
- **SAIF logo:** for all stationery and advertising material, demonstrating to members of the public that you are a respected professional
- **SAIF Members Website:** featuring downloadable templates, guidance notes and webinars, along with details of the SAIF AGM, regional meetings and education days
- **SAIF Support:** free and confidential service run by Professional Help – a member of the British Association of Counselling and Psychotherapy – offering help for funeral directors and their staff who are distressed, under acute pressure or suffering with depression
- **Unrivalled knowledge:** access to SAIF officers and an Executive with a vast range of funeral directing experience across the UK, as well as various discounted services and support.

If you would like more information about joining SAIF and being able to access benefits including Professional Indemnity Insurance, please don't hesitate to contact the SAIF Business Centre; we are only a phone call away and will be happy to help.

✓
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SAIF PRESIDENT

WHAT A YEAR OF CHALLENGES

WORDS: JIM AULD, SAIF NATIONAL PRESIDENT

While I write this article the temperature outside is hovering around -3°C. Winter seems to have come early this year – or maybe it is me being so busy I haven't noticed the days flying by. Last Friday evening I was honoured to attend on your behalf the 80th Anniversary Dinner of the Funeral Furnishing Manufacturers' Association (FFMA) and it was great to see so many of our associate members there. There is no doubt that an association such as the FFMA is doing great work through its coffin testing programme; in fact Belfast Crematorium is only going to allow FFMA accredited coffins from 1 January 2020. I'm sure it will only be a matter of time before other crematoria throughout the UK begin to adopt this standard.

I am very conscious as I write this article that it is at the close of a year and I was thinking just today that 20 years ago we were planning for year 2000 and what it may bring. There was an extra public holiday and how were we going to cope? In 2000, the average time before a funeral taking place was three or four days, now it is about eight days minimum. In January 2000, if you had said the profession would radically change in the ensuing 20 years, you would have thought yes, technology would play a huge



part in this, and yes, it does, but I don't think many of us would have thought that we would be racing to the bottom of the market, with heavy promotion of unattended cremation services (I abhor the term direct cremation, it is totally misleading).

We are also seeing companies actively engaging in a price war and the only people who are going to lose out are the families we care for.

As we draw this decade to a close and prepare to welcome a new one, I say let's keep the flag flying for the independent

funeral director and all they stand for in their communities the length and breadth of the United Kingdom.

There is no doubt the 2020s will bring further change but let's embrace it. I for one am going to be growing the band of funeral directors displaying prices online, but let's make these changes transparent and clear for the consumer to understand. If you have any ideas how your price list is best marketed online, please get in touch. I would say we shouldn't go down the route of Ryanair, where everything is priced separately from the beginning and before you know it you are paying as much as a competitor who prices transparently. I am in absolutely no doubt that we must sell ourselves better, putting an emphasis on quality of service, local facilities, local knowledge and above all being known in our local community as the go-to person for families in time of bereavement.

I'll finish with a shameless plug for the AGM weekend on 13-15 March. Plans are well afoot for the banquet on Saturday 14 March and we couldn't be in Scotland without a ceilidh! Full details next month!

I wish you all a very peaceful Christmas and a prosperous 2020, I am acutely aware it is never an easy time for those working in our profession, but I do hope you manage quality time with those who are dear to you. Best wishes. ●

“WE SHOULDN'T GO DOWN THE ROUTE OF RYANAIR, WHERE EVERYTHING IS PRICED SEPARATELY FROM THE BEGINNING”





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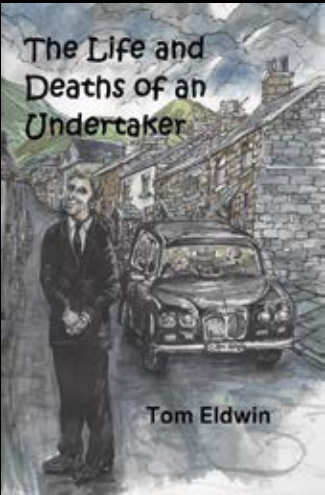
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Politics

THE LATEST POLITICAL NEWS AND VIEWS SURROUNDING THE FUNERAL PROFESSION

FUNERAL BENEFIT RISES AFTER 16 YEAR FREEZE

National SAIF President Jim Auld welcomes the uplift for English and Welsh families, while Scottish SAIF's Paul Stevenson calls for devolved action

Struggling bereaved families across England and Wales are to benefit from enhanced financial support, as the Department for Work and Pensions (DWP) has announced an uplift in the value of Funeral Expense Assistance from £700 to £1,000 – a 43% increase. Expected to commence in spring 2020, the uplift will be the first since 2003.

Minister for Welfare Delivery Will Quince said the additional £300 would help families “pay for the personal touches” and allow them to “say goodbye properly”.

Funeral Expense Assistance covers burial and cremation fees in full, with no cap on contributions. However, unlike burial and cremation fees, funeral director fees are not a statutory cost covered by the benefit. The ‘other expenses’ element is a discretionary fund, from which the recipient must cover a number of costs, including church fees, flowers, and the cost of purchasing a coffin, as well as funeral director fees.

The National SAIF President Jim Auld said: “Across the UK, poverty is forcing the hand of families, stripping them of choice and, often, a sense of dignity. The funeral profession has been calling on the Government to act for some time and I welcome the DWP’s announcement.

“When introduced in 2003, the purchasing power of the £700 ‘other expenses’ element of Funeral Expense Assistance was £1,087 in today’s prices. Over that period, while funeral costs have risen, the cap on the ‘other expenses’ payments represents a 35% real-terms loss in value to struggling bereaved families.

“It is my hope that the enhanced financial support will offer a vital lifeline to those families in greatest need and allow them to provide their loved ones with a dignified, respectful send-off.”

However, with the devolution of funeral benefit to Holyrood

this summer, grieving Scots will not be eligible for the higher payments. Similarly, under Stormont’s devolution rules, claimants in Northern Ireland will be ineligible for the higher rate until the Northern Ireland Executive, in dissolution since January 2017, approves the benefit uprating.

In June 2018, the Scottish Parliament’s Social Security Committee invited the President of Scottish SAIF, Paul Stevenson, to give evidence on the Scottish Government’s proposals for the devolution of funeral benefit. In his submission, Mr Stevenson called on the Scottish Government to increase the value of the ‘other expenses’ payment to £1,500.

Reiterating his call for the Scottish Government to take action, Paul Stevenson said: “The devolution of funeral benefit from Westminster to Holyrood presented the Scottish Government with a unique opportunity to do things differently. The funeral sector has welcomed the positive work undertaken to date – on increasing eligibility, simplifying the application process and introducing an inflationary link.

“However, after 13 years of declining value, if we are serious about tackling funeral poverty then the Scottish Government must restore the value of funeral benefit through an above-inflation uplift in value.

“SAIF Scotland stands ready to work with the Scottish Government to make sure that bereaved Scottish families are not left comparatively worse off than those in England and Wales.”

The DWP says it receives almost 42,000 claims for funeral benefit each year – around 800 each week. Applicants in receipt of Universal Credit, Housing Benefit, Pension Credit, Income Support and income-based Jobseeker’s Allowance are eligible to claim for funeral benefit. ●

ANTICIPATING CHRISTMAS

WORDS: DR BILL WEBSTER

Although this will be the second Christmas since my son Steve died, I already know that it will not be so wonderful for me and others in our family. We have come to fully realise he is really gone... but that doesn't stop us missing him. I am sad that he will not be there to receive the traditional 'socks and underwear'. I always teased him that that was all there was under the tree for him. There were many other gifts over the years, of course, but always those socks and underwear brought the greatest expressions of glee.

So I am not really looking forward to it. And I suspect I am not alone in that. Bereaved people often seem to struggle more with the Christmas season than any other, but that is also true of people in hospital themselves or watching a loved one struggle with illness; people who are travelling or working away from home; those who are incarcerated; or the ageing person in the nursing home who knows that they may get a quick visit for an hour from family and that will be it. It's a miserable place to be in the season to be jolly!

What can I do to anticipate the season and try to make it as meaningful as possible in the circumstances?

1. Prepare: Get ready for it

- Recognise that this Christmas is different. Be realistic. This may not be

the best Christmas ever, but what can you do to make it meaningful?

- Plan what you would like to do. Re-examine priorities and what would be really important: you are the expert on you.
- Make the changes you think best. Could gift cards or Amazon vouchers take away some stress?

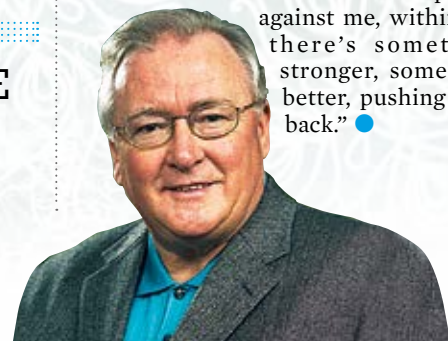
2. Perform: Go through with it

- Be proactive. Take responsibility for your happiness. Don't wait for others to make the decisions; maybe someone will but maybe not. Let people know what you want to do and what you need.
- Let yourself feel your feelings. It takes more energy to pretend you are fine and everything is OK than to let others know that you are struggling.
- Relive happy memories. Think back on other, better Christmases. I am going to miss my son this year, but I had him for 42 Christmases and I wouldn't have missed that, even if I had known losing him would hurt so much. Try to celebrate the life as well as commemorating the death. Acknowledge the person's presence. Create a special tribute – maybe I could buy socks and underwear for a homeless person. Steve would like that.
- Find a quiet spot; remember the good things about the person you miss.
- Do something you used to do together.
- Share memories with friends or in a support group.

- Go on holiday to a warmer climate – that won't change the situation, but will give you respite. Supposedly 10 minutes in the sun enhance your vitamin D levels.
- Go for a walk, listen to music, go shopping, have a massage, or hang out with friends. Do something – anything. Do one thing today, maybe one more thing, and soon you will feel better about yourself if not the situation.
- Above all, set differences aside. Even if there has been family tension, Christmas is not a weapon to score points or get even.

3. Proceed: Go on after it

- Remember Christopher Robin famously told his friend Winnie the Pooh: "If ever there is a day we are not together, always remember. You're braver than you believe, stronger than you seem, and smarter than you think. But the most important thing is, even if we're apart... I'll always be with you."
- So decide where you would like to be in your journey next year at this time. Set goals for your future.
- Find the blessing in every opportunity and every person still in your life.
- Celebrate what you have as well as regretting what you're missing.
- Trust that there are brighter days ahead. I love this quote by Albert Camus: "In the midst of winter, I found there was, within me, an invincible summer. And that makes me happy. For it says that no matter how hard the world pushes against me, within me, there's something stronger, something better, pushing right back." ●



“DECIDE WHERE YOU WOULD LIKE TO BE NEXT YEAR AT THIS TIME. SET GOALS FOR YOUR FUTURE”

Dr Bill Webster

OUR ENVIRONMENT, OUR FAMILIES, OUR ASSOCIATION

WORDS: ADAM GINDER

S AIFCharter Chair Adam Ginder reflects on what the imminent Funeral Planning Authority (FPA) changes mean for independent funeral businesses and families, and his plans for the Association in the months ahead...

Regulation of our sector is continuing to progress at pace. While Financial Conduct Authority (FCA) regulation remains firmly on the horizon, our immediate focus must be on the introduction of new Rules and a Code of Practice by the Funeral Planning Authority (FPA) coming into action from 1 January. The changes put greater responsibility on funeral plan providers and those of us who sell funeral plans to ensure all customers are protected.

The FPA changes represent a clear stepping-stone to some of the requirements we will all likely need to comply with when FCA regulation comes into force. In an effort to get more information to members through different mediums, I've just finished recording a podcast with Golden Charter where Malcolm Flanders and I discuss what the changes will mean for funeral directors in practical terms, how we as funeral directors need

to use the support offered to us by Golden Charter and how to ensure we do the right thing for our families.

The podcast is available at goldencharter.buzzsprout.com – please take the opportunity to listen. I hope that the information on the podcast, and in Suzanne's column in this month's SAIFInsight, identify that the scale of support being deployed by Golden Charter is becoming clearer to members.

We must also focus on ensuring the voice of Independents is heard within the regulatory debates so we play a role in shaping and influencing the regulatory landscape. This is where the value of our collective ensures the vital role independent funeral directors play is understood, at all levels of policy making.

I would like to thank everyone who joined with us and contacted their Member of Parliament to express their concerns to the Treasury, highlighting the need to consider small businesses. We received some positive feedback before Parliament was prorogued for the election, with officials asking for additional information.

I am in my second month as SAIFCharter Chair and I am leading a review of our engagement approach, including a review of the composition and structure of our

four working groups to ensure we are well placed to meet the changing marketplace and regulatory dynamics.

I recognise the role our working groups will play, influencing our company and developing products and processes that meet the changing and diverse needs of our families, as well as standing up in both the funeral director and regulatory worlds. I'm also undertaking a review of our association's conflict of interest processes and policies, with a view to making our governance and control arrangements more visible and transparent.

If any member wishes to be a part of our working groups and contribute their insight and experience into the way our company grows, please contact your Business Manager or speak to the association directly via the Secretary, John Byrne, at secretary@saifcharter.co.uk.

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



Your SAIFCharter Executive

To contact your SAIFCharter Executive about any subject, please send an email to contact@saifcharter.co.uk. If you want to speak directly to a funeral director, you can also reach the Chairman, the SAIFCharter Secretary, or any of the Executive members around the country through the details below.

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▼ Declan Maguire

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dec@maguire.partners



From left to right: Adam K Ginder, Helen Wathall, Jeremy West, Matthew Gallagher, James Morris, Paul Stevenson, John Tempest, Anthony O'Hara, John Byrne, James Tovey and Declan Maguire

Business Matters

SAFETY MATTERS + SAIF BUSINESS NEWS +
MATERNITY AND PATERNITY RIGHTS

WARNING: HAZARD

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

Safety with hazardous substances is something I ask about on my visits, as you would probably expect. 'Are you doing CoSHH assessments?' I ask. 'Oh yes!' comes the hasty reply. 'Here you go'. Then I get given a heap of documents in an old folder which are usually out of date sheets that definitely aren't CoSHH assessments.

CoSHH is the main set of regulations that deals with the safe use, storage and handling of hazardous substances and actually stands for the Control of Substances Hazardous to Health. It is the regulation that requires employers to control substances that are dangerous to health. You can prevent or reduce workers' exposure to hazardous substances by:

- Finding out what the health hazards are
 - Deciding how to prevent harm to health
 - Providing control measures to reduce harm to health
 - Making sure they are used
 - Keeping all control measures in good working order
 - Providing information, instruction and training for employees and others
 - Providing monitoring and health surveillance in appropriate cases
- Most businesses use substances, or products that are mixtures of substances. Some processes create substances. These could cause harm to employees, contractors and others. Sometimes substances are

easily recognised as harmful. Common substances such as paint, bleach or dust from natural materials may also be harmful though. There are also body fluids to think about as well.

What else do I need to do?

There are ways you can make things safer.

- Can you avoid using a hazardous substance or use a safer process – preventing exposure, for example using water-based rather than solvent-based products, applying by brush rather than spraying?

- Can you substitute it for a safer option – for example swap an irritant cleaning product for something milder, or use a vacuum cleaner rather than a brush?
- Can you use a safer form – switching to using a solid rather than liquid to avoid splashes, or a waxy solid instead of a dry powder to avoid dust?

Employers are required to prevent or control exposure as far as possible and provide safe systems of work for all employees who work with hazardous substances.

They should take the Safety Data Sheet (SDS or sometimes known as an MSDS) that comes with the hazardous substance and by looking at how they use it, create a risk assessment. If you haven't got an SDS, try Googling it. This usually works and should give you the most up to date one.

You should carry out the risk assessment on all hazardous substances in order to identify:

- All the risks associated with exposure to the substance
- What control measures are required to prevent or reduce exposure
- What, if any, alternative and less harmful substances could be used
- All emergency procedures that should be adopted in the event of exposure and / or spillage

You will also need to

- Provide information and train all employees who may use the substances, on the hazards and risks of hazardous substances and the control measures to be implemented
- Review hazardous substances periodically. If possible, eliminate or substitute with a safer alternative where practicable
- Monitor exposure and, where necessary, instigate health surveillance in order to catch any effects on health early.

Employees have responsibilities too

Likewise your employees have responsibilities - they must:

- Use, handle and store the substances in a prescribed manner as detailed in the CoSHH assessments
- Take care when using any hazardous substance and read all labels and written advice on usage before using the substance
- Co-operate fully with any monitoring of the workplace, any control measures and with the appropriate health surveillance programme as required
- Always use any personal protective equipment provided and report any defects
- Report immediately any suspicion that they may have that either they or another employee is being affected by the use of any material at work ●



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?



SAIF BUSINESS CENTRE UPDATE BY CLAIRE DAY

CHANGES TO CREMATION REGULATIONS

Update to guidance for medical practitioners and medical referees

The SAIF Business Centre has received an update regarding the Guidance Cremation Regulations. This is due to the number of queries that the Coroners, Burials, Cremations and Inquiries Policy Team received in relation to how the guidance addresses what was the old '24 hour rule' where deaths within 24 hours to a hospital admission were reported to a coroner and how the expectation that the cremation form 4 doctor had attended the deceased in the 14 days before death should now work.

All references to 24 hours have been removed and there is no requirement in law for a death to be reported to a coroner on the basis that it occurred within a certain period of time after admission to hospital.

They continue to advise that the cremation form 4 doctor should have attended the deceased within 14 days of death. However, this should not preclude, if necessary, a doctor whose attendance took place in a longer timeframe from having adequately attended the deceased.

In particular the doctor who meets the criteria for completing the medical certificate cause of death (MCCD) for the deceased should be considered as suitable to complete the cremation form 4. The guidance has also been amended to provide greater clarity on this point. If there is no medical practitioner who is required or able to complete an MCCD then the Notification of Deaths Regulations 2019 provide that the death should be notified to the coroner. ●

Visit www.saif.org.uk for a copy of the changes 'in track' so the amendments to the guidance can be easily identified. The Welsh versions of the guidance will be updated as soon as possible. The links to both are also available at www.gov.uk/government/publications/medical-practitioners-guidance-on-completing-cremation-forms and www.gov.uk/government/publications/crematorium-medical-referees-guidance-on-cremation-forms

SAIF Business Centre's Christmas hours

Over the Christmas period the SAIF Business Centre opening times will be:

- | | | |
|---|---|--|
| ■ Monday 23rd Dec 9.00-17.00 | ■ Friday 27th Dec 10.00-14.00 | ■ Tuesday 31st Dec 10.00-14.00 |
| ■ Tuesday 24th Dec 9.00-16.00 | ■ Monday 30th Dec 10.00-14.00 | ■ Normal hours from Thursday 2nd |

**SAIF
AGM/
Banquet
Weekend
- 13th-15th
March 2020**

Bookings for next year's banquet weekend are now open and places can be booked by visiting the SAIF website. We would also urge our members who wish to attend to book as soon as possible, especially if looking to stay at the Grand Central Hotel. For those who book the Saturday lunch and Banquet there is a £5 discount.

▼
To book your place, go to www.saif.org.uk/events/saif-agm-banquet-weekend-13th-to-15th-march-2020



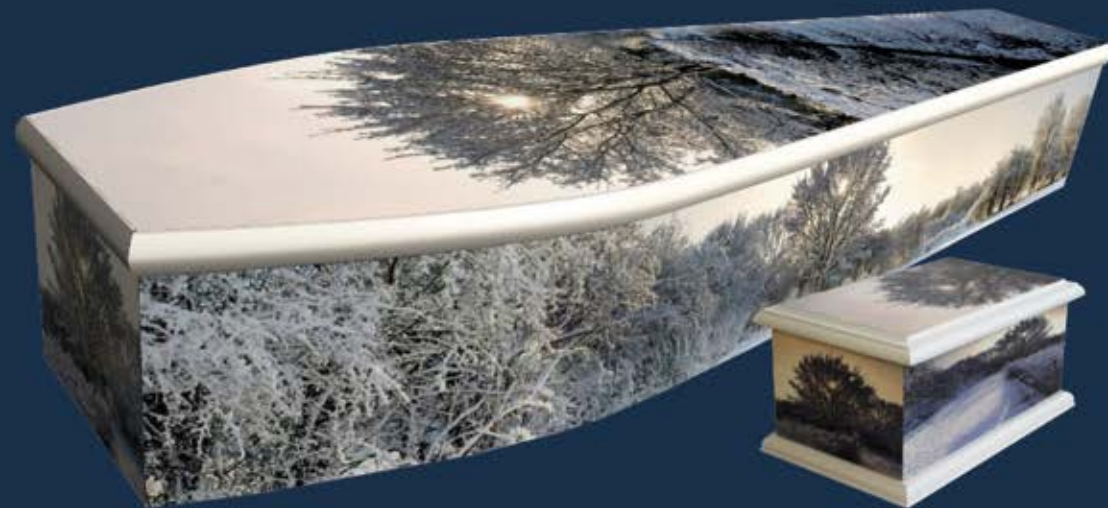
WORKPLACE TRANSPORT: STAY SAFE

The HSE has reported that on average there are at least 27 fatalities related to workplace transport, with approximately 12 being in the service sectors. Manoeuvring of vehicles, if not managed correctly, could lead to collisions and even serious injuries where vehicles deliver, load, park etc. Wherever possible, reversing should be avoided unless you have a banksman to assist and are highly visible.

▼
See www.hse.gov.uk/workplacetransport/index.htm

Merry Christmas & Happy New Year
from all at
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MATERNITY AND PATERNITY RIGHTS

WHAT YOU NEED TO KNOW

It is important to know what legal rights your employees have. Claims arising from a failure to recognise these rights are often costly and time-consuming. But implementing good practices can demonstrate a commitment to equal opportunities and inclusiveness and can be a way of attracting and retaining talent.

Who is entitled to time off for antenatal appointments?

Pregnant employees are entitled to reasonable paid time off for antenatal care. The partner of a pregnant woman is also entitled to take (unpaid) time off to accompany their partner but this is limited to two ante-natal appointments.

What are an employer's obligations towards pregnant and breastfeeding employees?

Risk assessments must be carried out for pregnant employees and new mothers. If a risk is identified, for example exposure to toxic substances, action must be taken to reduce or remove it or, if this not possible, alternative arrangements must be made.

How much maternity leave can an employee take?

A pregnant employee can take up to 52 weeks' maternity leave. The first 26 weeks is known as ordinary maternity leave (OML) and the next 26 weeks as additional maternity leave (AML). There is no minimum length of service required to take maternity leave, but the employee must provide certain information within a specified time period. During maternity leave, an employee is entitled to all of her usual contractual terms and conditions (apart from her right to be paid her basic salary), i.e. she should continue

to be covered by her employer's medical insurance, and is entitled to accrue holiday.

When is an employee entitled to statutory maternity pay?

This is payable if an employee has been working continuously for at least 26 weeks ending before the 15th week before the expected week of confinement (EWC) and has average weekly earnings at least equal to the lower earnings limit for NICs. Statutory maternity pay (SMP) is paid for 39 weeks. For the first six weeks it is 90% of the employee's average weekly earnings and for the remaining 33 weeks it is at the SMP rate of 90% or the employee's average weekly earnings, whichever is the lower.

Does an employee have the right to return to the same job?

An employee returning to work after OML has the right to return to the same job she did before she went on maternity leave. If an employee has taken AML, she also has the right to return to the same job she did unless this is not reasonably practicable, in which case she has the right to return to another suitable job but on no less favourable terms.

What enhanced rights do employees on maternity leave have in redundancy situations?

If a redundancy situation arises, an employee on maternity leave must be

offered – before any other employee – a suitable alternative vacancy. If no such vacancy is available, the employee can be made redundant providing a genuine redundancy situation exists and all procedures have been followed fairly.

Is an employee automatically entitled to switch to part-time work when returning?

There is no automatic right for an employee returning from maternity leave to change her hours, but she can make a flexible working request to the employer. Such a request must be reasonably and fairly considered.

Is an employee protected from dismissal by reason of pregnancy or maternity?

Yes, and more, a woman has enhanced rights against discrimination from the start of her pregnancy until the day she returns to work afterwards. During the 'protected period', she has the right not to be treated unfavourably because of her pregnancy, any pregnancy-related illness, or because she is on or has exercised her right to take maternity leave.

Who is entitled to paternity leave and pay?

A pregnant employee's partner can take one or two weeks' paid paternity leave if they have been employed by the same employer for at least 26 weeks by the end of the 15th week before the EWC. The leave must be taken in one go and must end within 56 days of the birth. ●

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Claire Davies is a director at Cartmell Shepherd solicitors, a member of the UK200 Group. She has been a lawyer for more than 30 years and specialises in all aspects of employment law. The information in this article does not constitute legal advice and is provided for general information purposes only. If you require legal advice, please seek advice on your specific circumstances from your professional advisers or a qualified lawyer.

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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**.

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W. Bowers Funeral Directors joins SAIF

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and service to all our clients and remain a business we can be truly proud of.

While our roots are planted in trust and tradition, we believe that taking a modern approach enables us to better serve our clients and so we embrace new ideas, practices and technologies in order to expand our services and make arranging a funeral as simple as possible. We feel that being a member of SAIF will offer peace of mind to families looking for



funeral services with the knowledge we adhere to the SAIF Code of Practice.

We have supported our local community over the decades, and we

are proud to join the SAIF community and look forward to being involved in an organisation with the same values as W. Bowers has always lived by.”

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22 Westgate, Baildon,
Shipley, West Yorkshire
BD17 5EJ

Previously advertised on the website. Close date 9th December 2019.

Richard Jenkins/Shannon Jenkins
Richard and Shannon Jenkins Funeral Directors
3 Allerton Road, Mossley Hill, Liverpool L18 1LG
Previously advertised on the website. Close date 11th December 2019.

FULL MEMBERSHIP PENDING (SCOTLAND)
Mr Liam Mitchell/Mrs Irene Mitchell
Mitchells Funeral Directors Ltd
23a Stonelaw Road, Rutherglen, Glasgow G73 3TW

Jamie Pearson
Jamie Pearson Funeral Director
Fintry Manse, Kippen Road, Fintry, Glasgow G63 0YQ

Jamie Pearson Funeral Director (branch of above)
2 Service Street, Lennoxtown, Glasgow G66 7JP

Jamie Pearson Funeral Director (branch of above)
54 Cowgate, Kirkintilloch, Glasgow G66 1HN

ASSOCIATE MEMBERSHIP PENDING

Chris Robinson/Alex Lavender/Sarah Robinson
Adtrak Media Ltd
Adtrak, Level 3 Chapel Quarter, Maid Marian Way, Nottingham NG1 6HQ

Christopher Andrews
Search4Local Ltd
Minerva House, Pynes Hill, Exeter, Devon EX2 5JL

ACCEPTANCE INTO MEMBERSHIP
John Kevin Lamb/Sheila Lamb/John Geoffrey Lamb
Lambs Funeral Service
Hesledon Moor, Murton,

Seaham, Co. Durham
SR7 9TP

Billy Taylor/
William Taylor
W. S. Taylor & Sons Ltd
2-3 Meadowfield Terrace, Forest Hall, Newcastle upon Tyne NE12 9ES

Rebecca Marson/
Rita Marson
W. J. Hoyland & Co Funeral Directors
166 Mansfield Road Intake, Sheffield, South Yorkshire S12 2AQ

Stuart Foster
Stuart Foster Funeral Services Ltd
27 Market Street, Yeovil, Somerset BA20 1HZ

Geoffrey Thorne/Dawn Thorne/Robin Thorne/
Michael Thorne
Thorne Family Funerals Ltd t/a Thorne Leggett
1 Brenthurst, Petersfield Road, Whitehill, Bordon, Hampshire GU35 9AR

Thorne Family Funerals Ltd t/a Thorne Leggett (branch of above)
8-10 The Street, Wrecclesham, Farnham, Surrey GU10 4PR

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

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

Amanda Case
Haydock Funeral Services Ltd
Coniston House, 315-317 Clipsley Lane, St Helens WA11 0SG

Haydock Funeral Services Ltd (branch of above)
Lakeland House, 217 Omskirk Road, Newton, Wigan WN5 9DN

Haydock Funeral Services Ltd (branch of above)
George House, 71 Leigh Road, Leigh WN7 1QZ

Mark Tonkin/Peter Tonkin/Briony Tonkin
R.E Tonkin & Son Funeral Directors Ltd
Lender Lane, Mullion, Cornwall, TR12 7HW

Carl Hadaway/Joanne Denton
Hadaway & Denton Independent Funeral Directors
41-43 Upper Denmark Road, Ashford, Kent TN23 7TZ

Karen Dootson/John Harrison
Dootson and Harrison Funeral Services Ltd
240 Elliott Street, Tyldesley, Manchester M29 8DS

Angela Ward/Kevin Jones
GO Simply Funerals Ltd
186a Top Lane, Whitley, Melksham SN12 8QL

Darren Saint/Anita Saint/
Joanne Smith (Mitchell)/
Anthony Graham Smith
Saints Funeral Services Ltd
Park Avenue, St Ives, Cornwall TR26 2DN

Hugh Quinn/Gabrielle Quinn
Quinn Bros NI Ltd
138 Obins Street, Portadown, Co. Armagh, N. Ireland BT62 1BP

Robert Bunt/
Janice Bunt/Oliver Bunt
Robert Bunt & Sons
Tremont, Fore Street, St Dennis, St Austell, Cornwall PL26 8AB

Anthony C Richards/
Dolores A Richards
AC & DA Richards Ltd t/a Pendle Funeral Services
The Firs Funeral Home, St Johns, Helston, Cornwall TR13 8HN

ACCEPTANCE INTO PROBATIONARY MEMBERSHIP

Marek Filipkowski/
Tony Clarke
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29 Railway Terrace, South Hylton, Sunderland, Tyne & Wear SR4 0PY

Tony Clarke Funeral Directors (Hylton House) Ltd (branch of above)
190 Hylton Road, Millfield, Sunderland, Tyne and Wear SR4 7YB

Tony Clarke Funeral Directors (Hylton House) Ltd (branch of above)
255 Southwick Road, Southwick, Sunderland Tyne and Wear SR5 2AB

Robert Kent
Robert Kent Funeral Services Ltd
83/85 High Street, Dover, Kent CT16 1EB

David M Evans
Port Talbot Funeral Services Ltd
Former Holy Cross Church, Tanygroes Place, Port Talbot, Wales SA13 2UY

ACCEPTANCE INTO ASSOCIATE MEMBERSHIP

Joanne Wilson/
Martin Wilson
Rose House Funeral Supplies Ltd
Rose House, Boardman Road, Swadlincote, Derbyshire DE11 9DL

Mollie Stoneman/
Tumai Mahari
Lionel John Solutions
5 East Park, Crawley, West Sussex RH10 6AN

Frank Noltes/
Peter Biemens
Funeral Products B.V
Industrieweg 10-12, Eindhoven, Netherlands 5627 BS

Funeral Products B.V (branch of above)
68 Tudor House, Duchess Walk, London SE1 2SA

Funeral Products B.V (branch of above)
Calle Sierra de Alcaraz

18 28691, Villanueva de la Canada, Madrid, Spain

Marian Sinclair
Motorcycle Funerals Ltd
The Goods Shed, Mannings Terrace, Measham, Leicestershire DE12 7HU

Gary M Stevens/Zoe WJ Gannon
Stevens and Sons Funeral Services Ltd
30 Norfolk Close, East Finchley, London N2 8ET

FULL MEMBER BRANCH CLOSED
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G Seller & Co Ltd
3 Needham Avenue, Glen Parva, Leicester LE2 9JL

Mr M Sims
Sims & Jones Funeral Directors Ltd
11a Hendre, Onllwyn, Neath SA10 9HH

FULL MEMBER NEW BRANCH
Mr S Evans
D J Evans Funeral Directors
Swyddfa'r Ysgubor, Alexandra Road, Aberystwyth SY23 1LN

Quantock Funeral Services Ltd
10 Fore Street, Wellington, Somerset TA21 8AQ

Mr C Fielder
J G Fielder & Son
Chapel Street, Easingwold, Yorkshire YO61 3AF

Mr A Fitton
A F Whites Funeral Services
59 Stanford Square, Ashton Under Lyne OL6 6QR

FULL MEMBER CHANGE OF DETAILS/ADDRESS
Mr S Grocutt
Grocutt and Sons Ltd
56 Greyfriars, Stafford ST16 2RG (Previously at 13 Bailey Street ST17 4BG)

Mr F W Christophers
Christophers' Family Funerals
Bridge House, 9 Kingsbridge Lane, Ashburton, Devon TQ13

7DX (*Previous name Fred Christophers & Sons*)

Mr T Jepson
R W Percival (branch of Thomas Greatorex & Sons Ltd)
Belfield House, Heath Street, Buxton, Derbyshire SK17 6LT (*Previously at 9a Heath Street, Buxton SK17 6LT*)

ASSOCIATES CHANGE OF DETAILS/ADDRESS
Dr Rose & Dr Baker
Aura Flights

Unit 31 Aizlewoods Mill, Nursery Street, Sheffield S38 8GG (*Previously called Ascension Flights*)

NO LONGER A MEMBER

Mr R Hill
E Hill & Son Funeral Directors
Fairfield House, Defford Road, Pershore, Worcestershire WR10 1HZ

Mr R Crumpton
Crumpton Rudd Funerals
63a Heath Road, Hounslow, Middlesex TW3 2NP

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Ledbury Funeral Services
132 The Homend, Ledbury, Herefordshire HR8 1BZ

Ledbury Funeral Services (Mortuary/Garage) (branch of above)
Unit 1 Hereford Road, Ledbury, Herefordshire HR8 2PR



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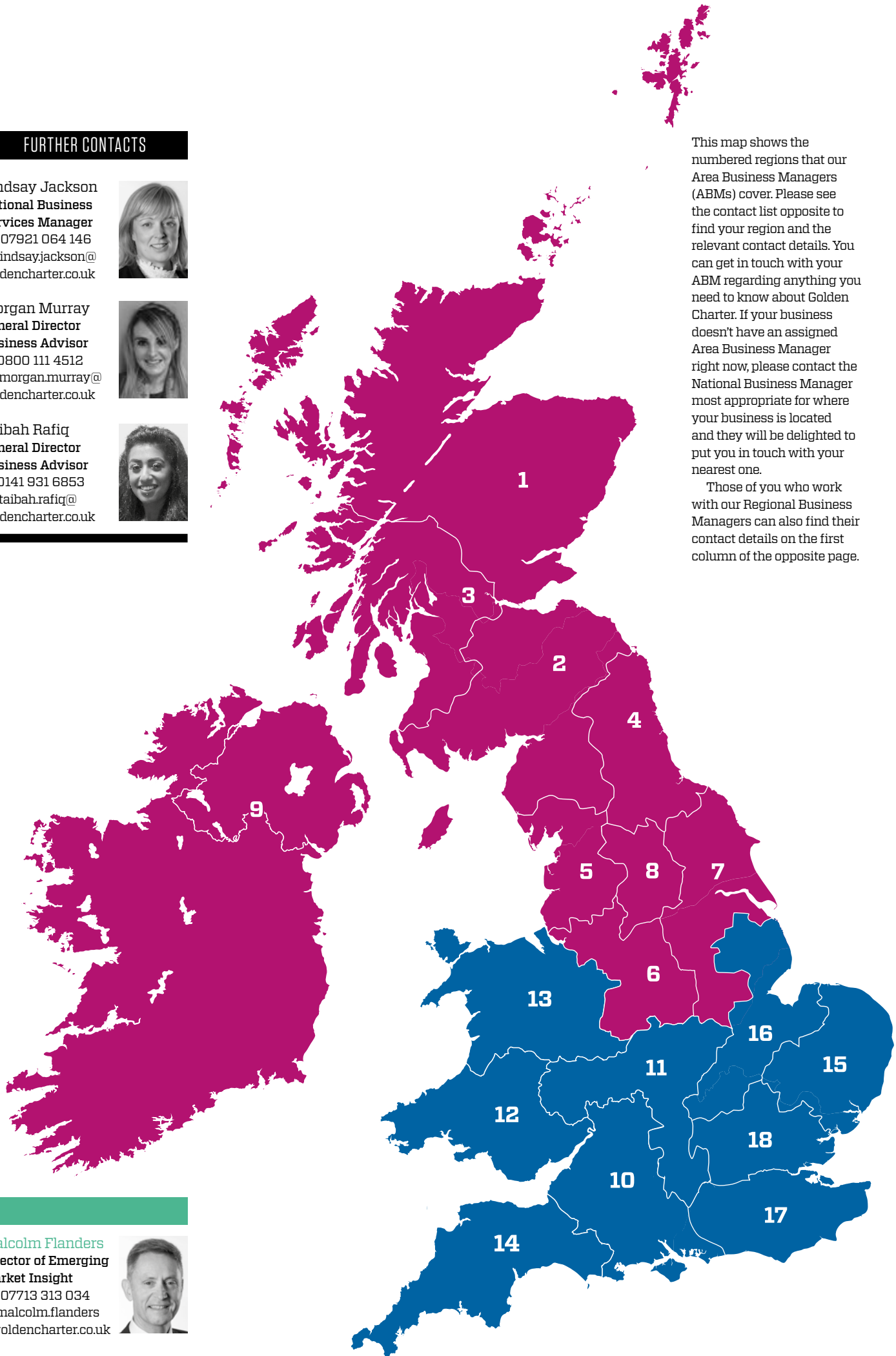
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SAIF Associates Directory 2019/20

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Mr S Cousins & Mr A Briggs (Milton Keynes)
01536 384261 • electric@brahmselectricvehicles.co.uk • www.brahmselectricvehicles.co.uk
Motorcycle Funerals Ltd
Ms M Sinclair (Measham) 01530 515250 • marian@motorcyclefunerals.com • www.motorcyclefunerals.com
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) 01440 761404 • info@bradnamjoinery.co.uk • www.bradnamjoinery.co.uk
Colourful Coffins
Ms M Tomes (Oxford) 01865 779172 • enquiries@colourfulcoffins.com • www.colourfulcoffins.com
DFS Caskets
Mr Martin Smith (Annan, Dumfries & Galloway)
01461 205114 • dfscaskets@aol.com • www.dfscaskets.co.uk
Halliday Funeral Supplies Ltd
Mr P Halliday (Birkenhead, Wirral) 0151 6093600 • philip@hallidayltd.co.uk • www.hallidayltd.co.uk
J & R Tweedie
Mr R Tweedie (Annan, Dumfries & Galloway)
01461 206099 • www.jrtweedie.co.uk
JC Atkinson and Son Ltd
Mr J Atkinson (Washington, Tyne & Wear) 0191 415 1516 • jamie@jcatkinson.co.uk • www.coffins.co.uk
J. C. Walwyn & Sons Ltd
Mr K Walwyn (Ashbourne, Derbyshire) 01335 345555 • sales@jcwalywn.co.uk • www.jcwalywn.co.uk
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Mr S Rothwell (Gloucester) 01452 310563 • ukinfo@lifeart.com • www.lifeart.com
Musgrove Willows Ltd
Mrs E Musgrove (Westonzoyland, Somerset)
01278 699162 • info@musgrovewillows.co.uk • www.musgrovewillowcoffins.com

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Mr A & Mr D Hill (Bridgwater, Somerset)
01278 588011 • contact@naturalwovenproducts.co.uk • www.naturalwovenproducts.co.uk
P & L Manufacturing Ltd
Mr P Halliday (Gloucester) 01684 274683 • sally@pandlmanufacturing.co.uk • www.pandlmanufacturing.co.uk
Passages International Inc. Ltd
Mr R Crouch (Maidenhead, Berkshire)
01628 290220 • passages@tiscali.co.uk
www.passagesinternational.co.uk
Somerset Willow England
Mrs H Hill (Bridgwater, Somerset) 01278 424003 • enquiries@somersetwillow.co.uk • www.willowcoffins.co.uk
Tributes Ltd
Mrs S Macmillan (Poling, W. 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 • www.greenacrescelebrate.co.uk
GreenAcres Woodland Burials, Colney
Ms Sam Curtis (Norwich, Norfolk) 01603 811556 • info.colney@greenacrescelebrate.co.uk • www.greenacrescelebrate.co.uk/colney
GreenAcres Woodland Burials, Epping
Mrs Deborah McNamara (Essex) 01992 523863 • info.epping@greenacrescelebrate.co.uk • www.greenacrescelebrate.co.uk/epping
GreenAcres Woodland Burials, Rainford
Mrs Karen Halpin (Merseyside) 01744 649189 • info.rainford@greenacrescelebrate.co.uk • www.greenacrescelebrate.co.uk/rainford
GreenAcres Woodland Burials, Heatherley Wood
Ms Sharon Solomon (East Hampshire) 01428 715915 • info.heatherley@greenacrescelebrate.co.uk • www.greenacrescelebrate.co.uk/heatherley-wood
Herongate Wood Cemetery
Ms J Sawtell (Billericay, Essex) 01277 633085 • enquiries@herongatewood.co.uk • www.green-burial.co.uk
Westerleigh Group Ltd
Mr D John (Bristol, South Gloucestershire)
0117 937 1050 • info@westerleighgroup.co.uk • www.westerleighgroup.co.uk
The Natural Burial Company Ltd
Mr C Doggett (Leicestershire) 0116 222 0247 • info@thenaturalburialcompany.com • www.thenaturalburialcompany.com

CLOTHING

Keltic Clothing
Mr D Barry & Mrs L Kendrick (West Midlands)
08450 666699 • louise@kelticclothing.co.uk • www.kelticclothing.co.uk
Waterfront Manufacturing Ltd
Mr A Jenkinson (East Harling, Norfolk) 01953 718719 • alan@waterfrontmanufacturing.co.uk • www.waterfrontmanufacturing.co.uk

EDUCATION & TRAINING

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

EMBALMING

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

EQUIPMENT & SERVICES

CPL Supplies
Mr W McGuckin (Castlederg, NI) 028 8167 1247 • sales@cplsupplies.com • www.cplsupplies.com
Fibrous
Ms V Hancock (Cheshire) 0161 429 6080 • vanessahancock@fibrous.com • www.fibrous.com
Flexmort
Mr S Rothwell (Gloucester) 08455 333561 • info@flexmort.com • www.flexmort.com
Hygeco
Ms H Lockwood (Leeds, W. Yorkshire) 0113 277 8244 • info@hygeco.com • www.hygeco.com
Rose House Funeral Supplies Ltd
Mr M Wilson (Swadlincote, Derbyshire) 01283 819922 • martin@rosehousegroup.co.uk • www.funeral-supplies.co.uk
THW Refrigeration Ltd
Mr W Quail (Hook, Hants) 01276 601039 • william@thwrefrigeration.com • www.mortuaryequipmentdirect.co.uk

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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) 01600 772288 • cbond@curtislegal.co.uk • www.curtislegal.co.uk
Forum of Private Business
Mr I Cass (Knutsford, Cheshire) 01565 626001 • info@fpb.org • www.fpb.org
Funeral Administration Ltd
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Frontline Communications Group Ltd
Mr D Jones (Portsmouth) 01489 866630 • david@wearefrontline.co.uk • www.wearefrontline.co.uk
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www.markbinnersley.co.uk
Safety For Business
Mr S Bloxham (Letchworth Garden City)
0845 6344166 • info@safetyforbusiness.co.uk
www.safetyforbusiness.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) • 0845 634 4166 • info@safetyforbusiness.co.uk • www.safetyforbusiness.co.uk
PayItMonthly Ltd
Mr C Pursey (Cheltenham) • 0333 212 3914
liz@payitmonthlyuk • www.payitmonthlyuk
The Probate Bureau
Mr D Hartley West (Ware, Hertfordshire)
01920 443590 • info@probatebureau.com • www.probatebureau.com
Redwood Collections
Mr M Rogers (Surrey) • 0208 288 3555 • mrogers@redwoodcollections.com • www.redwoodcollections.com
SAIFInsure (Unicorn Insurance Brokers)
Mr B Hart • 0203 603 4194 • 0774 057 7654 • brian@saifinsure.org.uk • www.saifinsure.co.uk
SAIF Resolve (Scott & Mears)
Bill Badddeley (Southend on Sea, Essex) 01702 312737 • enquiries@saifresolve.co.uk • www.saifresolve.co.uk
Skingle, Helps & Co
Mr J Helps (Carshalton Beeches, Surrey)
0208 770 1095 • www.helps.co.uk
South Essex Insurance Brokers Ltd
The Manager (South Ockendon, Essex)
01708 850000 • www.seib.co.uk
Trident Marketing Anglia Ltd
Mrs V Beswick/Mr R Pearce (Semer, Ipswich)
01473 823700 • victoria@tridentmarketinguk.com • www.tridentmarketinguk.com
Trust Inheritance Ltd
Alan Spencer (Weston-Super-Mare) • 01934 422991

alanspencer@trustinheritance.com • www.trustinheritance.com
UK200group.co.uk
Ms S Wise (Aldershot, Hampshire)
01252 401050 • admin@uk200group.co.uk • www.uk200group.co.uk

FUNERAL OFFICIANTS

Association of Independent Celebrants
Mr P Spicksley (Lincolnshire) • 07783 323324 • chairman@independentcelebrants.com • www.independentcelebrants.com
Humanists UK
Miss I Rosso • 020 7324 3060 • ceremonies@humanism.org.uk • www.humanism.org.uk
Civil Ceremonies Ltd
Anne Barber (Kettering, Northamptonshire) 01480 276080 • info@civilderemonies.co.uk • www.civilderemonies.co.uk
County Celebrants Network
Mr Eric Gill (Wiltshire) • 07770 625378 • ericgillcelebrant@outlook.co.uk • www.countycelebrantsnetwork.com
Fellowship of Professional Celebrants
Mrs T Shanks (Worthing, West Sussex)
01903 602795 • celebranttraining@gmail.com • www.professionalcelebrants.org.uk
Institute of Civil Funerals
Barbara G Pearce (Kettering, Northamptonshire)
01480 861411 • info@iocf.org.uk • www.iocf.org.uk

FUNERAL PLANNING

Golden Charter Ltd
Mr M Flanders (Glasgow) • 0141 931 6300 • malcolm.flanders@goldencharter.co.uk • www.goldencharter.co.uk
Golden Leaves Ltd
Barry Floyd (Croydon, Surrey) • 0800 854448 • barry@goldenleaves.com • www.goldenleaves.com
Open Prepaid Funerals Ltd
Mr J Taplin (Solihull) • 0330 660 0072 • john@openprepaidfunerals.co.uk • www.openprepaidfunerals.co.uk

GRAVEDIGGER & EXHUMATION SERVICES

DTH Burial & Churchyard Services
Mr D Homer (Measham, Swadlincote)
07912 855460 • davidhomer67@gmail.com

IT & WEBSITE

Donatis Giving Ltd (donation management solution)
Mr M Robinson (Exeter, Devon) • 01803 229467 • Hello@donatis.co.uk www.donateinmemory.co.uk
Eulogica (bespoke funeral software)
Mr D I Wright (Sheffeld) • 0845 351 9935
diw@eulogica.com • www.eulogica.com
Experts Computer Services Ltd
Mr C Ng (Bishop's Stortford) • 01279 755081 • carling@expertscomputer.co.uk • www.expertscomputer.co.uk
I-NETCO Ltd (web design)
Mr G King (Newcastle) 0191 242 4894 • gerry@i-netco.co.uk • www.funeraldirectorwebsites.co.uk
Lionel John Solutions (software development & tech support)
Ms M Stoneman (Crawley, West Sussex) 07729 779031 • dev@lionejohn.com • www.lioneljohn.com
Logic Networks Ltd (Solemnity UK) (cloud-based software)
Shon Alishah (London) • 0208 986 2596 • www.logicnetworks.co.uk
Oak Technology Ltd (funeral management software)
Mr S Richardson (Wakefield, W. Yorkshire) 01924 600 401 • enquiry@funeralssoftware.co.uk • www.funeralssoftware.co.uk

MEMORIALS & REMEMBRANCE

Acorn UK (2006) Ltd
Mrs Wendy Owen (W. Kingsdown, Kent) 01474 853672 • 07956 143049 • enquiries@acorn-uk.co.uk • www.acorn-uk.co.uk
Aura Flights
Dr Chris Rose (Sheffield) 0114 213 1050 • info@auraflights.com • www.ashesinspace.com
Cleverley & Spencer
Mr I R Spencer (Ashford, Kent) 01233 630600 •

enquiry@clevspen.co.uk • www.clevspen.co.uk
Cleverley & Spencer
Mr I R Spencer (Dover, Kent) 01304 206379
enquiry@clevspen.co.uk • www.clevspen.co.uk
Fotoplex Grigio Ltd
Mr C Gray (Fareham, Hampshire) 01329 311920 • sales@fotoplex.co.uk • www.fotoplex.co.uk
Groupe Delfosse – New Urn
Mr D Arnaud (Sault – Brénaz, France) 0033 474 3726 928 • newurn@delfosse.fr • www.newurn.co.uk
Life Expressions (UK & Europe) Ltd (Derbyshire)
0800 368 9233 • david@legacyexpressions.co.uk • www.lifeexpressionsltd.co.uk
MacIntyre Memorials Ltd
Mr A MacIntyre (Glasgow) 0141 882 3772 • info@macintyrememorials.co.uk • www.macintyrememorials.co.uk
The MuchLoved Charitable Trust
Mr J Davies/Ms J Baker (Amersham, Bucks) 01494 722818 • trustees@muchloved.com • www.muchloved.com
Scattering Ashes
Mr R Martin (Newton Abbot, Devon) 01392 581012 • info@scattering-ashes.co.uk • www.scattering-ashes.co.uk
Secure Haven Urns & Keepsakes Ltd
Mrs C Yarwood (Broomfield, Essex) 01277 377077 • cyarwood@securehaven.co.uk • www.securehaven.co.uk
Shaw's Funeral Products, Shaw & Sons Ltd
Ms Sarah Smith (Crayford, Kent) 01322 621100 • sales@shaws.co.uk • www.shawsfuneralproducts.co.uk
Signature Aromas Ltd
Mr Brian Chappell (Sedgley) • 01902 678822 • brianchappell@signaturearomas.co.uk • www.signaturearomas.co.uk
The Natural Burial Company Ltd
Mr C Doggett (Leicestershire) 0116 222 0247 • info@thenaturalburialcompany.com • www.thenaturalburialcompany.com

OTHERS

Grief Journey
Linda D Jones (Harlow, Essex) • 0333 8000 630 • 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
Mr A Mccafferty (Wembley) 020 8900 9222 • l.c.k.f.s.s@outlook.com • www.lckfuneralsupportservices.co.uk
Professional Help Ltd
Mrs C Betley (Burton in Kendal) 01524 782910 • info@professionalhelp.org.uk • www.professionalhelp.org.uk

The Bereavement Register (Suppressing unwanted mail) (London)
0207 089 6400 • help@thebereavementregister.org.uk • www.thebereavementregister.org.uk
Reach Plc (Multimedia publisher)
Mr D Minns (Hull) 01482 428866 • darren.minns@reachplc.com • www.funeral-notices.co.uk
Stevens and Sons Funeral Services Ltd (Supply staff, vehicles & land repatriations)
Mr G Stevens (East Finchley) 0203 507 1707 • office@stevensandsons.co.uk
When We Remember (Funeral planning)
Jim Abraham (Narrabeen, New South Wales)
0061 429 400 100 • jimmmelabraham@gmail.com • www.whenweremember.com
The White Dove Co Ltd (releasing doves)
Mr K Proctor (Loughton, Essex) 0208 508 1414 • info@thewhitdovecompany.co.uk • www.thewhitdovecompany.co.uk

PRINTING & STATIONERY

Gateway Publishing (Part of Mimeo (UK) LTD)
Mr M Moore (Huntingdon)
01480 410444 • info@gateway-publishing.co.uk
www.gateway-publishing.co.uk
PCD Media (East Anglia) Ltd t/a Funeral Print UK
Mr Dodd (Belstead, Ipswich)
01473 731225 • tom@funeralprintuk.com
www.funeralprintuk.com
Polstead Press
Tracy Goymer (Stowmarket, Suffolk)
01449 677500 • tracy@ghyllhouse.co.uk • www.polsteadpress.co.uk
RNS Publications
Mr C Shaw (Blackpool, Lancashire) • 01253 832400
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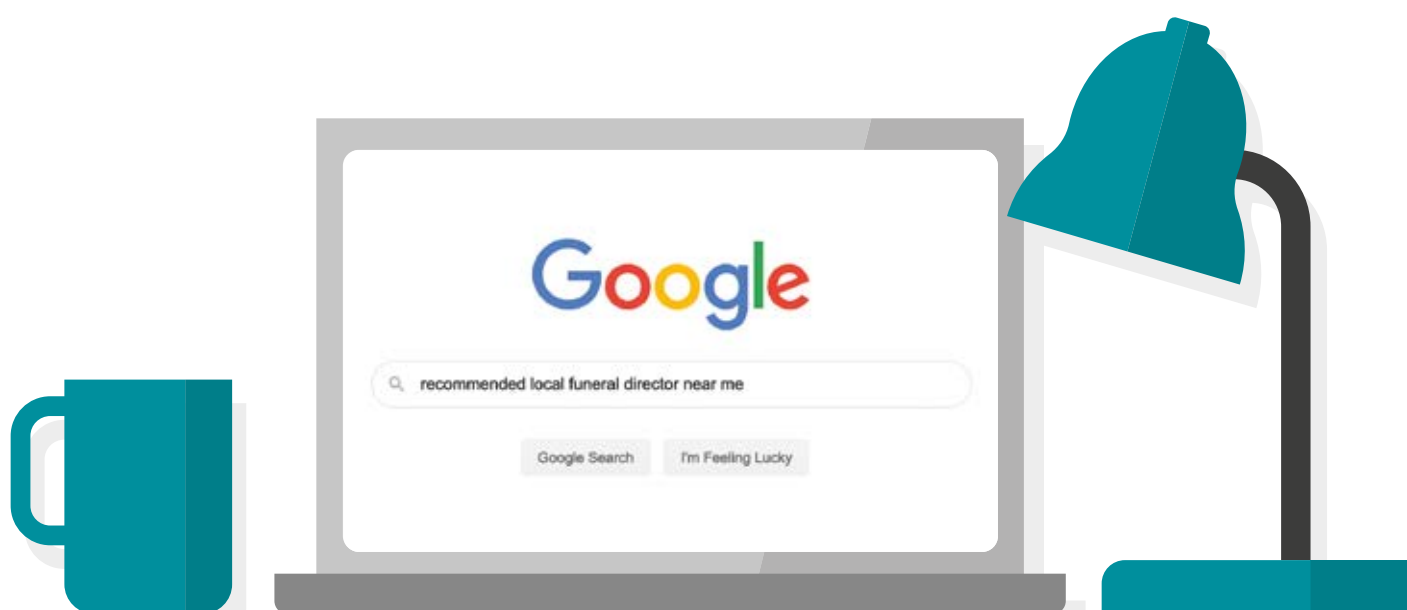
REMOVAL & REPATRIATION SERVICES

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 • ecdud@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 • olivern@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
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