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# Cemeteries and Crematoria Online Seminar



**Thursday 16 November 2023**

Online Event

# Programme

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10:30 Session one

## Welcome by chair

**Clr Corall Jenkins, Portfolio Holder for Environment, Waste Management, Open Spaces and Parks, Nottingham City Council**

### An award-winning approach to achieving environmental and financial sustainability

- Developing and embedding strategies to tackle industry wide issues
- Implementing environmental sustainability in the service
- What's been achieved and a vision for the future

**Jacqueline Landy, Head of Bereavement Services, Lambeth Council**

### Improving performance in the Cemetery and Crematoria Service

- Background to the award-winning service in Middlesbrough
- Digitalisation, people, and service development
- The future goals and aspirations for the service

**Marcus Vickers, Operations Manager, Middlesbrough Council**

### Ensuring the workforce is fit for the future

- Identifying the skill gaps in the current workforce
- Developing a workforce plan
- Embedding new skills in the service

**Lee Snashfold, APSE Associate**

## Audience question and answer session

11:45 Virtual Break

11:55 Session two

### From down under to across the pond: insights from the UK, US, Australia, and New Zealand

- Exploring diverse approaches to cemetery and crematoria management
- How the different countries remember, and honour loved ones
- Insights into community engagement, digitalisation, and memorialisation practices

**Niall Adams, Solutions Consultant, PlotBox**

### Managing tourism in cemeteries located in a UNESCO World Heritage Site

- The impact of tourism on Edinburgh's cemeteries
- Introducing measure to mitigate the impact
- Challenges and success of introducing a cemetery tour guide registration scheme

**Jane Matheson, Bereavement Operations Manager, City of Edinburgh Council**

## Audience question and answer session

13:00 Virtual Break

13:10 Session three

### Review of Crematoria Guidance PGN (5/12)

- Buckinghamshire Councils' Crematoria Service
- Overview of the Technical Working Group reviewing the guidance
- Key aspects of the guidance and the impact on local authorities

**Olu Sokoya, Environmental Protection Officer, Buckinghamshire Council**

### Recycling metals for the benefit of local charities

- Background to the initiative
- Developing procedures and communication with bereaved relatives
- Benefits to the community and the council

**Adrian Clarke, Head of Registrars, Coroners and Bereavement Services, North Yorkshire Council**

### Environmental sustainability and the Commonwealth War Graves Commission

- Organisational overview
- Transitioning to a more sustainable way of working
- Managing the sustainable transition

**David Richardson, Director of Horticulture, Commonwealth War Graves Commission**

## Audience question and answer session

### APSE Update

*An overview of ASPE events, briefings, and information relevant to the Cemeteries and Crematoria services.*

**Vickie Hacking, Principal Advisor, APSE**

14:15 Seminar close

# Seminar Objectives

## About the Seminar

Bereavement Services is a high-profile council service which, as well as meeting the needs of the bereaved, is under increasing pressure to become commercially self-sustaining and delivering value for money. The service area is also facing a growing number of demands and challenges, ranging from; changing cultural needs, new environmental requirements, new land for burials, greater economic transparency and more recently growing funeral poverty as the cost of living crisis becomes more extreme.

To meet these demands Bereavement professionals are having to learn new skills which not only address the needs of the service and its users but also completely new areas of work such as managing which conserve and preserve historical and cultural assets as well as providing increased opportunities for biodiversity.

This online seminar brings together a range of expert speakers who will share with delegates their knowledge and experience of how they are meeting the demands being placed on the service and the innovative approaches that are being adopted to achieve the best outcomes for the service and wider community.

## Who should attend?

- Service Directors
- Managers and officers (bereavement services, funeral services, cemeteries and crematoria, grounds maintenance, greenspace, climate change and environmental services)
- Policy advisors, accountants and lawyers
- Performance Management officers
- Health and Safety Managers
- Sustainability and environmental officers
- Trade Union representatives
- Contractors and suppliers
- Voluntary organisation

## Venue

**This is an online event to be held on Microsoft Teams**

*A link and joining instructions will be circulated a few days prior to the event.*

## Booking Information

### Delegate Packages Exclusive of VAT

#### What's included?

*The delegate fee covers attendance, delegates' documentation.*

APSE member delegate fee:	<b>£99 + VAT</b>
Non member delegates fee:	<b>£184 + VAT</b>
Commercial delegates:	<b>£255 + VAT</b>

**Click [here](#) to reserve your place on this event**

**CANCELLATION & REFUND POLICY:** Reservation is a contract. Substitution of delegates is acceptable any time in writing by email to **MEgerton@apse.org.uk**. Cancellations must be made in writing at least 10 working days before the event, and will incur a 20% administration fee. No refunds can be given for cancellations received less than 10 working days before the event or for nonattendance. In the unlikely event of cancellation by the organisers, liability will be restricted to the refund of fees paid. The organisers reserve the right to make changes to the programme, speakers or mode of delivery should this become necessary. If due to emergency action by UK Governments/Administrations or Public Agencies this event is postponed, for example for reasons of public health and safety, the organisers will transfer your booking to the replacement event or provide a credit voucher against a future event booking.

# Booking Information