



Cemeteries and Crematoria Seminar 2017

Hinckley Island Hotel, Thursday 20 April 2017

Bereavement services - Planning the future



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Programme

9:00 Registration and Exhibition Viewing

10:00 **Session one**

The Burial And Cremations Act(Scotland) Act 2016 - the most radical overhaul of burial and cremation practices for well over 100 years

- Why was there a need for the Act?
- What issues have been addressed?
- What will be the impacts of the Act?

Speaker: Cheryl Paris, Senior Policy Advisor - Health Protection, Scottish Government

Municipal Funeral Services – are they all the same?

- Wigan’s Journey of change.
- Can a partnership approach work?
- Can this approach affect funeral poverty?
- Residents save half a million pound!

Speaker: Andrew Bond, Bereavement Services Manager, Wigan Metropolitan Borough Council

The importance of regulation within Genealogy Research

- The current position and journey to regulation
- Regulation and its benefits
- How regulation will impact the Public Sector and Tender process moving forward

Speaker: Anthony John, Fraser and Fraser

Panel and audience question and answer time

11:15 Coffee break and exhibition viewing

11:45 **Session two**

The benefits of an accurate and accountable system of Headstone/Memorial safety inspections in Cemeteries and Churchyards

- Law, Regulation & Guidance
- Why Burial Authorities need to develop good inspection system for memorial safety
- Developing a memorial/ headstone inspection system
- Managing data and considering future works

Speaker: Charles Stride Cemeteries Technical Officer, East Riding of Yorkshire Council

Developing a new cemetery - plain sailing or stormy waters?

- Identifying and planning the site
- Meeting the seen and ‘unforeseen’ requirements
- Reaching the finishing line

Speaker: Tom Banks, Assistant Landscape Architect and Paul Wright, Divisional Manager - Open Space services, Halton Borough Council

City of Lincoln Crematorium - ‘Not getting left behind’

- Looking at the service we offer to identify our weakness
- Developing and implementation of phase one
- What the future holds

Speaker: Nick Barton – Bereavement Services Officer, City of Lincoln Council

Panel and audience question and answer time

13:00 Lunch and exhibition viewing

14:00 **Session three**

The Bereavement Services Local Authority moral dilemma, Profit v Service

- What should be the priority, profit or service
- Should authority’s even seek to make a profit from the bereaved
- Should local authority Crematoria and Cemeteries offer a range of choices to rival the private sector
- What are the main differences, Public v Private crematoria

Speaker: Lee Snashfold, APSE Solutions Associate

Cemetery Memorials – uncovering the hidden messages

- Why do people need memorials?
- Identifying and deciphering the hidden messages?
- Modern symbolism

Speaker: Simon Morgan MS-Group Ltd Cardiff

Developing the APSE Bereavement Services Customer Survey – an interactive experience!

Speaker: Wayne Priestley Principal Advisor APSE

Panel and audience question and answer time

15:15 **Seminar close and departure**

Seminar Objectives

Bereavement Services are under increasing pressure to become self-sustaining commercial ventures, be more aware of changing ethnic and lifestyle requirements and meet new legislative demands. These challenges need to be met, whilst at the same time ensuring customer service and empathy remains at the heart of service delivery.

As local authorities continue to find their budgets shrinking, services are having to look for ways to compensate against these losses, either through service efficiencies, generating new sources of income, or innovative service delivery methodologies.

Bereavement managers, are facing new and additional challenges ranging from environmental protection and the need to consider biodiversity, to the growing interest in family genealogy which is creating a greater need to manage data and burial records.

Service delivery is having to change, and by listening to others experiences, then managers can hear examples of how these changes can be brought about.

By taking all these issues into account, this seminar hopes to highlight best practice examples which address these issues.

Speakers will discuss how they have improved service efficiency, developed new services, increased levels of income and added value to the service whilst still being sensitive to the vulnerability of families at their times of loss. They will also outline the need to value the physical asset itself, from a cultural and historical viewpoint which can all help improve customer experience.

In this way it is hoped delegates will take away ideas and experiences which will help services become more sustainable and ready to meet these future opportunities and challenges.

The conference is planned to allow time for debate and questions as well as giving delegates the chance to meet exhibitors of products and services which will help Bereavement Managers in delivering higher quality services.

Who should attend?

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

Reserve your place now by completing the booking form and faxing it or emailing it to Vicky Starmer at APSE on 0161 772 1810 or vstarmar@apse.org.uk

The venue

Hinckley Island Hotel

Watling Street
Burbage
Hinckley
LE10 3JA



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Booking form

Office use:

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APSE Cemeteries and Crematoria Seminar, 20 April 2017, Hinckley Island Hotel

main contact name: _____ authority: _____

address: _____

postcode: _____

telephone: _____ fax: _____ email: _____

Please detail here any special delivery/access requirements for the delegates listed below:

APSE issues a written confirmation for all delegates bookings received. If you have not received your confirmation letter within 5 working days of sending your booking form, then please contact APSE on 0161 772 1810.

Payment information

What's included: The delegate fee covers attendance, delegates' documentation, lunch and light refreshments. Please note that hotel accommodation is not included. A list of recommended hotels in the area is available on request.

APSE members delegate fee:- £175+VAT

Non-members delegate fee:- £259+VAT

Commercial delegates- £375+VAT

Please indicate preferred method of payment (tick):-

VAT registration number 519 286 915

- Please find enclosed cheque (made payable to APSE)
- Please invoice

CANCELLATION & REFUND POLICY: Reservation is a contract. Substitution of delegates is acceptable any time in writing by post, email to vstarmer@apse.org.uk or fax to 0161 772 1811. 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 non-attendance. 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 venue should this become necessary.

Delegate name	Delegate Position	Delegate email

Please return completed form to Vicky Starmer, APSE, 2nd floor Washbrook House, Lancastrian Office Centre, Talbot Road, Old Trafford, Manchester M32 0FP or fax direct to: 0161 772 1811 Telephone: 0161 772 1810 - E-mail: vstarmer@apse.org.uk