

APSE Cemeteries and Crematoria Seminar 2018

Treading different paths - innovations and best practice in Bereavement Services



Friday 16 November 2018

Preston Marriott Hotel, Preston PR3 5JB

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Programme

09:00 Registration and exhibition viewing

10:00 **Session 1**

Service options for Bereavement Services

- The changing face of Bereavement Services
- Key challenges for the future
- Personal experiences of addressing some of these challenges

Speaker: Lee Snashfold, APSE Associate

The future regulation of cemeteries

- The need for more cemetery space and the potential problems
- The need to improve the regulations for human burials
- Introducing a tiered approach to burial regulations

Speaker: Heidi Bignell MSc BSc LCGI FGS, Environment Agency

Developing Scotland's first respectful funeral service

- The decision to adopt the approach of a Respectful Funeral Service
- Development of the service offer together with the procurement process developed
- Benefits which have accrued from the service

Speaker: Robert McCulloch, Acting Head of Service Housing and Communities and Elaine Schendel, Acting Team Leader, East Ayrshire Council

11:30 Coffee break and exhibition viewing

12:00 **Session 2**

Developing cemeteries for the future

- Developing historical and cultural assets
- Identifying and delivering educational and environmental opportunities
- Visioning and delivering cemeteries of the future

Speaker: Mike Coe, Chief Executive, Arnos Vale Cemetery Trust

Why Cemeteries Need Friends

- Choosing the right cemeteries with the right offer
- The multiple benefits Friends Groups can bring
- Examples of successes and improvements

Speaker: Robert Stephenson, Chairman of the National Federation of Cemetery Friends and a trustee of four London cemeteries.

Tracing next of kin and property owners

- Company Overview
- Public Sector Departments using the service
- Tracing next of kin process
- Benefits to the public sector
- Local authority case study

Speaker: Chris Grogan, Client Relationship Manager, GB Hooper and Son

13:00 Lunch and exhibition viewing

14:00 **Session 3**

APSE Best Service Team Cemeteries and Crematoria: Winners 2018

Bringing innovation to service delivery - freefall cremations and the benefits they bring to service efficiency

- What is freefall cremation?
- The technology behind the process and why it was chosen
- Benefits and efficiencies achieved

Speaker: Lisa Parkes, Service Cemeteries and Crematorium Manager, and Denis Lloyd, Senior Crematorium Supervisor, Wirral Council

The Beautiful Burial Ground

- The aims of the Beautiful Burial Ground project
- The wider work of Caring for God's Acre
- 'The Year of the Burial Ground' - how local authorities can become involved

Speaker: Harriet Carty, Director, Caring for God's Acre

The importance of data to providing quality bereavement services

- What type of data is available
- How to use performance network data reports
- How it has made a difference – real life case studies

Speaker: Wayne Priestley, Principal Advisor, APSE and Local Authority Representative

15:15 Close of seminar

About the seminar

Bereavement Services are under increasing pressures to become self-sustaining commercial ventures. The service is also facing changing cultural requirements as well as being held responsible for caring for the environments in which their services work. Added to this catalogue of responsibilities is the need to meet a long list of new and current legislative demands.

Whilst these challenges have to be met, the heart of the service is still to ensure it considers its customers' needs at the most vulnerable time in their lives.

In a time of austerity local authorities continue to find their budgets shrinking and as such managers and staff alike 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.

Service delivery is therefore having to change. APSE recognises this need, and through the provision of this seminar and its wider networking services can help managers hear examples of how these changes can be brought about.

The aim of the seminar is to highlight best practice and innovation, which together will prove invaluable to the development of future Bereavement Services.

Delegates will learn about:

- New legislation which will impact on future cemetery provision and management,
- How service efficiency has been improved through innovation and improved performance management,
- The development of new services which have increased levels of income and added value to the service whilst still being sensitive to the vulnerability of families at their times of loss.
- How local communities themselves are taking a greater role in helping local authorities maintain and improve their local cemeteries and their infrastructures.
- Innovative ideas on how to develop and future proof cemeteries through the use of innovative approaches.
- How introducing new technology has brought improved efficiencies to cremation services
- Practical ideas on how to create beautiful and biodiversity rich environments within their grounds
- Guidance on the use of performance management data to improve service delivery.

It is hoped delegates will take away ideas and experiences which will help services become more sustainable and ready to meet 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 emailing it back to Vicky Starmer at vstarmer@apse.org.uk or by completing the online booking form at www.apse.org.uk.

Venue

Marriott Hotel Preston
Garstang Rd
Broughton
Preston
PR3 5JB

The venue is less than a mile from the M4 motorway and free parking available on a first come first served basis. Preston Railway Station is 6.1 km from the hotel.

Nearest airports:

- Liverpool John Lennon Airport
- Manchester Airport



Contact details

Contact name Authority

Address

Postcode

Email Telephone

Please detail any special dietary or access requirements for the delegates listed below (including vegetarian/vegan)

Delegate Packages Exclusive of VAT

Whats included?

*The delegate fee covers attendance, delegates' documentation, lunch and light refreshments.
Please note that hotel accommodation is not included.*

APSE member delegate fee: **£175 + VAT**
 Non member delegates fee: **£259 + VAT**
 Commercial delegates: **£375 + VAT**

Payment details

Please find enclosed cheque made payable to APSE

Please invoice me

(if required please include purchase order number) _____

VAT registration number 519 286 915

Delegate details

Delegate name	Position	Email

Please confirm that you are happy for APSE to retain your details so that we can send you information relevant to your area of interest. Your data will be used for sign in sheets, delegate lists and hotel lists (where relevant). If you are making a booking on behalf of other delegates please confirm that you have their permission to be included on our database. Our GDPR policy is available on our website: www.apse.org.uk.

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Register for the seminar:

1

Online form:
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