



Cemeteries and Crematorium Seminar 2018

Delivering the 3 E's – Empathy, Excellence and Efficiency



Thursday 19th April 2018
The Welcome Centre, Coventry

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Programme

09:00 Registration and Exhibition Viewing

10:00 **Session One**

APSE State of the Market 2018 – Cemeteries and Crematorium

- Results of the state of the Market Survey 2018
- Future funding implications
- Income generation - the opportunities

Speaker: Paul O'Brien, APSE Chief Executive

Developing an Award Winning Service

- Providing sensitive and financially efficient services
- Zero-budgeting in Bereavement Services
- Innovative service offers

Speaker: Russ Howell, Health Services Manager for Environmental Health, Kettering Borough Council

CWGC: As Relevant Today As Ever

- The role of the Commonwealth War Graves Commission in the UK
- Living Memory/Public Engagement
- Working in partnership with Local Authorities

Speaker Liz Woodfield, Director of Information & Communications, Commonwealth War Graves Commission

11:30 Coffee and Exhibition Viewing

12:00 **Session Two**

Innovation and Service Efficiency in Bereavement Services

- The importance of reviewing current service delivery
- Considering new service options and the need for innovation
- Practical examples of new approaches in Bereavement

Speaker: Andy Mudd, Head of APSE Solutions

Local authority responsibilities for groundwater protection in cemeteries

- Groundwater risk assessments required for all cemeteries (including extensions and new builds) by the Environment Agency
- Treating drainage water and water pumped from graves as contaminated waste
- Cemetery operators responsibilities for groundwater protection

Speaker: Justin Smith, Managing Director, Cemetery Development Services

13:00 Lunch and Exhibition Viewing

14:00 **Session Three**

Burial And Cremation – Considering Other Options

- Why is there a need for alternative methods of body disposal?
- Current options – how realistic are they?
- What does the future hold?

Speaker: Wayne Priestley, Principal Advisor, APSE

The Law of Unintended Consequences - Statutory Responsibilities in Relation to Public Health Act Funerals

- Bona Vacantia Division Process
- Avoiding Copycat websites
- Applying due diligence

Speakers: Philip Turvey, Executive Director, and Carolyn Lord, Commercial and Compliance Director, Anglia Research

Maintaining or Improving Performance?

- Budgets, costs and income – financial performance outlook
- How is quality being affected?
- What can we expect?
- Demonstrating the impact of change

Speaker: Debbie Johns, Head of Performance Networks, APSE

15:15 Seminar close

Seminar Objectives

Bereavement Services are under increasing pressures to become self-sustaining commercial ventures, be adaptable to meet changing ethnic and lifestyle requirements and able to meet new legislative demands. Whilst these challenges have to be met, ensuring customer service and empathy remains at the heart of service delivery is paramount.

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 including: dealing with public health funerals, protecting the local environment providing data for the growing interest in family genealogy and preserving monuments and important historical graves.

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.

The aim of the seminar is 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.

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 emailing it back to Vicky Starmer at vstarmer@apse.org.uk or by completing the online booking form at www.apse.org.uk/events

The venue

**The Welcome Centre
47 Parkside
Coventry
CV1 2HG**

The venue is situated a 10 minute walk from Coventry Train Station, a 20 minute drive from Birmingham International Airport and is easily accessible by car, with free parking onsite.

For delegates traveling by car please use the postcode above for sat nav directions.

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 from vstarmer@apse.org.uk

Booking form

APSE Cemeteries and Crematorium Seminar, Thursday 19th April 2018

contact name: authority:

address:

..... postcode:

telephone email:

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

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 £175 + VAT

Non member LAs: £259 + VAT

Commercial organisations: £375 + VAT



The Welcome Centre, Coventry is a purpose built conference centre in the heart of the midlands, a 10 minute walk from the main train station at Coventry and 20 minutes drive from Birmingham international airport.

For more information, please contact the APSE office on 0161 772 1810

Please indicate preferred method of payment (tick): VAT registration number **519 286 915**

Please find enclosed cheque (made payable to APSE) Please invoice me, my purchase order number is:

CANCELLATION & REFUND POLICY: Reservation is a contract. Substitution of delegates is acceptable any time in writing by post, email to vstarmar@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	Position	Delegate email

Please return completed form to 2nd Floor Washbrook House, Lancastrian Office Centre,
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