

APSE innovation forum 2014

Cemeteries and crematoria

APSE one day event on Cemeteries and Crematoria, Liverpool Cathedral, St James Mount Liverpool

Tuesday 28 October 2014

apse seminars

The
co-operative
funeralcare

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9.30am Registration

10.00am **Session 1: State of the Market**

2014 Onwards and Upwards?

- The changing face of the industry - what can we expect in the next 12 months?
- Safer coffins – Continuing work with the Funeral Furnishing Manufacturers' Association to achieve a coffin accreditation scheme
- Infant cremations update

Speaker: Rick Powell, Secretary, Federation of Burial and Cremation Authorities

The Co-operative Funeralcare

- Opportunities to improve the funeral experience
- Innovation in the funeral sector - RESOMATION® ... an award winning alternative to cremation and burial.

- Partnership working for mutual benefit

Speaker: John Williamson, UK Operations Manager, Co-operative Funeralcare

11.00am Tea/coffee

11.30am **Session 2: Policy and Law**

Coroner, cremation and burial law update from the Ministry of Justice

- Coroner reform, death certification and the role of the medical examiner
- Cremation law and policy update
- Richard III and all that!

Speaker: Judith Bernstein, Head of Coroners, Burials, Cremation & Inquiries Policy, Ministry of Justice

Unlocking the value of burial and cremation records

- Ancestry, the internet and the growing interest in genealogy
- The acquisition trail for death & burial records
- Long term mutual benefits to local burial authorities

Speaker: Rhona Murray, Content Acquisition, Ancestry.com

12.30pm Buffet lunch

1.30pm **Session 3: Innovation**

Demand innovation in bereavement services

- Increased secondary spend on memorials and other services
- Expanded and new funeral choices such as woodland burials
- An improved service offering end to end bereavement

Speaker: James Pearson, Senior Consultant, APSE Solutions

Orbitas - bereavement services unlimited

- Setting up Orbitas, a local authority wholly owned company
- The cultural change in Cheshire East
- Benefits and future aspirations in bereavement services

Speaker: Cllr David Marren, Director of Orbitas Ltd, Cheshire East Council

2.30pm Tea/coffee

3.00pm **Session 4: Operational Issues**

Service and performance improvement in Cems & Cems

- How well managed is your cemeteries and crematoria service?
- Measuring and monitoring performance
- An exploration of the industry results for 2014

Speaker: Andrew Bond, Bereavement Services Manager, Wigan Culture & Leisure Trust

Managing Cemeteries & Crematoria

- The search for more for less
- Managing by fact: you already have the information, now use it!
- Using existing data for market awareness

Speaker: Peter Linsell, APSE Solutions Associate

4.00pm Anticipated close and departure

What will this innovation forum consider?

As Cemeteries and Crematoria Services face unprecedented pressure to achieve more with less, authorities are being forced to consider alternative ways of delivering this vital and sensitive service. This seminar explores the delivery of local authority cemetery and cremation services and examines examples of innovation in facility maintenance, service delivery, the legal environment and the challenges ahead. It also looks to wider sources of income, to learn from customers, the increasing interest in tracing family trees and alternative options for delivering an expanded and financially stable funeral service.

Who should attend?

- Bereavement service managers
- Cemeteries and crematoria specialists
- Front line supervisors
- Elected members and portfolio holders
- Policy officers
- Trade union representatives

Reserve your place now by completing the booking form and faxing it back to Alistair Holcroft APSE on 0161 772 1811.

The venue

Liverpool Cathedral

St James Mount
Liverpool
L1 7AZ



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Booking form

APSE innovation forum, Tuesday 28 October, Liverpool

Office Use

Del#.....

DB:.....

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main contact name: _____ authority: _____

address: _____

post code: _____

telephone: _____ fax: _____ email: _____

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

APSE issues a written confirmation for all delegate 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:- £129 + VAT

Non-members delegate fee:- £169 + VAT

Private / Non Local Government delegate:- £219 + VAT

Please indicate preferred method of payment (tick):-

VAT registration number 519 286 915

Please find enclosed cheque (made payable to APSE)

Please invoice me

CANCELLATION & REFUND POLICY: Reservation is a contract. Substitution of delegates is acceptable any time in writing by post, email to megerton@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 Alistair Holcroft 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: aholcroft@apse.org.uk