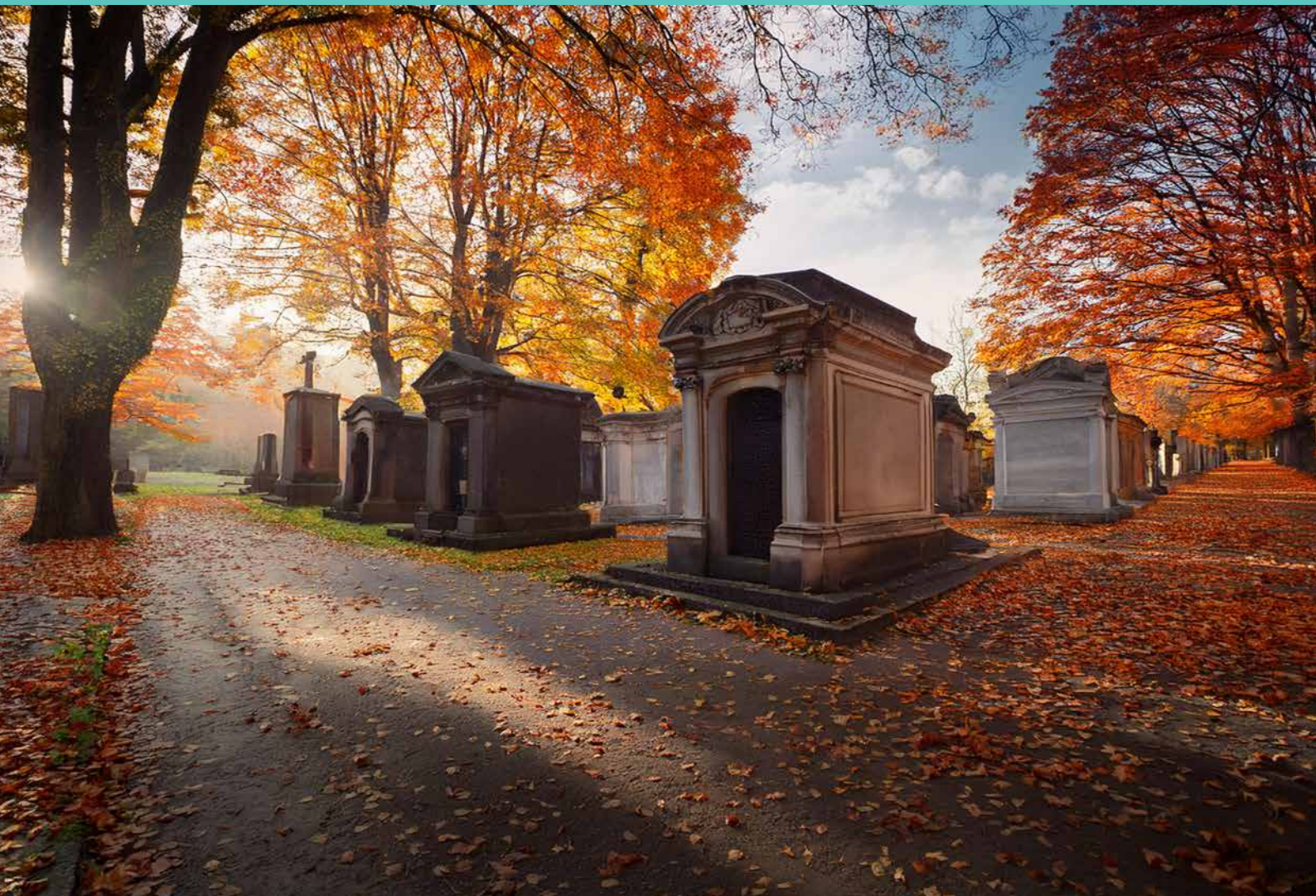


# Cemeteries and Crematoria Seminar 2024

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



**Thursday 21 November 2024**

The National Memorial Arboretum, Croxall  
Road, Burton-on-Trent, DE13 7AR

# Programme

9:30 Registration and Exhibition Viewing

10:30 *Session one - Green spaces and memorials*

## **The National Arboretum - Past, present and future**

- A brief history
- Why the Arboretum exists
- The work of the charity

### **A representative of the National Arboretum**

## **Drone scanning services for cemeteries and gardens of remembrance**

- Memorial safety testing and drone scanning
- Measuring carbon sequestration of trees in cemeteries, parks and other green spaces to help meet net-zero targets
- Creating cemetery maps

### **Tristan Campbell-Reynolds, Gower Consultants and Deceased Online**

## **How to establish a Friends Group and ensure it remains successful and effective**

- The benefits of establishing a Friends Group
- Harnessing the power of volunteers
- Working in partnership to enhance the experience for families and the community

### **John Moffat, National Federation of Cemetery Friends**

## *Audience question and answer session*

11:30 Coffee & exhibition viewing

12:00 *Session two*

## **Professional expert session with the Royal College of Pathologists**

### **This session will focus on:-**

- Changes in the new coronial and medical examiners procedures
- A detailed overview of the procedures
- Implications for local authorities

Delegates will also have the opportunity to ask questions and discuss the changes

13:00 Lunch and Exhibition Viewing

14:00 *Session Three*

## **Public health funerals and locating next of kin**

- Introduction to Anglia Research
- The key challenges to locating next of kin
- How local authorities can be supported

### **Cloe Height, Public Sector Relationship Officer, Anglia Research Services**

## **From Bowie to Beatrix - Making personalisation personal Cemetery**

- The motivation to constantly provide a first class service
- Working in collaboration to achieve for families
- What next? What else can be achieved

### **Darren Robinson, Cemeteries and Crematorium Manager, Stockton-on-Tees Borough Council**

## *Audience question and answer session*

14:45 Coffee and exhibition viewing

15:15 *Session Four - Sustainability in Bereavement Services*

## **Do natural burials contribute to ecosystem services?**

- Potential benefits if natural burials
- Risks - GHG emissions and groundwater
- Future sustainable burial practices

### **Mark Pawlett, Soil Ecologist, Cranfield University**

## **Trailing hydrogen at Worthing Crematorium**

- Why pilot using hydrogen in the crematorium
- The pioneering process using green hydrogen
- Emerging finding from the trial and future ambitions

### **James Thomas, Adur and Worthing Councils and Abigail Dombey, Energy and Sustainability Engineer, Net Zero Associates Limited**

## **Summary and closing remarks**

## *Audience question and answer session*

### **Vickie Hacking, Principal Advisor, APSE**

16:15 Seminar close



# Seminar Objectives

## About the Seminar

Bereavement Services are under increasing pressure to become self-sustaining commercial ventures, adapt to changing cultural needs, and able to meet new legislative demands. Whilst these challenges must be met, ensuring customer service and empathy remains at the heart of service delivery is paramount.

Service managers are facing new and additional challenges including dealing with increasing public health funerals, protecting and enhancing the local environment, preserving monuments and important historic graves, increased funeral poverty and reductions in budgets.

This seminar brings together a range of expert speakers who will showcase how they are meeting the challenges and creating services that are sustainable for the future, whilst maintaining a high level of empathy for service users. There will also be the opportunity to network with colleagues and 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, 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

**The National Memorial Arboretum**  
**Croxall Road**  
**Burton-on-Trent**  
**DE13 7AR**

### **By Train**

Lichfield Trent Valley is the closest railway station and is five miles away. Lichfield City, although a little further, is located close to the bus station and provides better transport links.

### **By Car**

The Arboretum is located just off the A38 / A513 between Lichfield and Burton - Upon - Trent.

# Booking Information

## Delegate Packages Exclusive of VAT

### What's included?

*The delegate fee covers attendance, delegates' documentation, lunches and light refreshments.*

APSE member delegate fee: **£188 + VAT**

Non member delegates fee: **£284 + VAT**

Commercial delegates: **£408 + VAT**

**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 **mkenny@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.

