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## APSE Cemeteries and Crematoria Seminar 2020

**Caring and Sharing**—the changing roles and responsibilities of Bereavement Services Managers



**19 November 2020**

Microsoft Teams

# Programme

10:00 Seminar Start

## Session One

### **APSE State of the Market results 2020**

- Results of the state of the Market Survey 2020
- Future funding implications
- Income generation - the opportunities

**Wayne Priestley, Principal Advisor, APSE**

### **Public/Private Partnerships— developing partnership approaches with the private sector**

- Undertaking cremations for the private sector
- The opportunity for partnership working
- The benefits for both organisations

**Paul Wright, Open Space Services—  
Divisional Manager, Halton Borough  
Council**

### **Bringing Nature and Biodiversity back Into Cemeteries**

- A vision for our 40 acres of cemeteries
- External funding and internal funding challenges/opportunities
- Successes to date and lessons learned
- Plans for the future

**Adrian Pickersgill Bereavement  
Services Manager, Doncaster Council  
& Andy Harbon Chair of the Friends of  
Hyde Park Cemetery group**

### **Cremations and burials in an age of climate change worries**

- Electric vs Gas Cremations
- Greener solutions to cemetery development
- Contributing to carbon neutrality and climate change declarations in the bereavement industry

**Justin Smith, Director, The CDS Group**

*Audience question and answer session*

11:20 Virtual coffee break

11:30 **Session Two**

### **A worry shared is a worry halved**

An open forum discussion on worries and concerns for our experiences of managing COVID-19

**Andrew Bond Bereavement Services  
Manager, Wigan Council**

### **Norwich Natural cemeteries**

- Where we are now
- Sustainable living
- Sustainable dying

**Susan Moore, Area Management Team  
Leader, Norwich Council**

### **How well did UK bereavement services cope with the Coronavirus pandemic**

- Following the outbreak of the virus, how effective were pandemic plans?
- What changes will you need to make to your future Pandemic Plans?
- What were the main planning, staffing and operational issues?
- Surprises!

**Lee Snashfold, APSE Associate**

*Audience question and answer session*

13:00 Seminar close

## 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 organisations

# Seminar Objectives

## About the Seminar

Bereavement Services is a high profile council service which, as well as meeting the needs of the bereaved, is under increasing pressure to become commercially self-sustaining whilst ensuring value for money.

The service area is also facing changing cultural requirements as well as being held responsible for caring for the natural environments in which they work. The service has played a central role in dealing with the impact of the current pandemic - being referred to as the 4th emergency service by many.

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 such as partnership working.

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

Therefore, 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:

- The issues which are key concerns for local authority Bereavement Services via the results from APSE's State of the Market Report 2020.
- Working with the private sector to increase income levels and utilise local authority bereavement assets
- Learning how one local authority working with Friends Groups have made a place for nature within their cemeteries
- Understanding the climate change impacts of the Bereavement Services and looking at ways on how to reduce them
- A frank discussion on some of the problems Bereavement Services have had to deal with during the Coronavirus pandemic
- Looking at how one local authority is approaching a cradle to grave approach to environmental sustainability.
- How successful has the pandemic plan been and how will they need to be developed for future risks.

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.

## Delegate Packages Exclusive of VAT

### What's included?

*The delegate fee covers attendance, and documentation including a video showreel following the event.*

APSE member delegate fee:	<b>£125 + VAT</b>
Non member delegates fee:	<b>£185 + VAT</b>
Commercial delegates:	<b>£269 + VAT</b>

[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 [SCull@apse.org.uk](mailto:SCull@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.