

Continuing to provide an empathetic service whilst managing the demands of a pandemic



29 July 2020

A free event for APSE members

10:30 Event Start

Introduction

Wayne Priestley, APSE Principal Advisor

Panel 1

Public Health Act Funerals – South Staffordshire Council's Approach during Covid-19

- The need to manage public health funerals connected with COVID-19 related deaths.
- Gathering advice and developing a policy.
- Putting theory into practice.

Rebecca Morgan, Bereavement & Business Support Officer, South Staffordshire Council

Gas Granite and Groundwater - a pathway to a healthier environment"

- The environmental impact of the Bereavement Industry
- Simple changes to current practices in cemeteries and crematorium
- Future practices.

Justin Smith, Director, The CDS Group

Audience question and answer session

11:15 Virtual coffee break

11:30 Panel 2

The growing importance of digitisation to Bereavement Services

- Developing a partnership with providers
- Important details - calligraphy and scanning
- Areas of development: application form, electronic kiosk, better search engines
- Future opportunities - monetarisation through photography, tributes etc

Peter Campbell, Burial and Cremation Manager, Sefton Borough Council.

Managing embalming practices to meet the needs of COVID 19

- What the official guidance said
- Overcoming the challenges and discrepancies
- Delivering the solutions

Rachel Carline, Embalmer

COVID19 - "We will be ready next time" - How the industry dealt with the unexpected whilst having to manage expectations.

- Initial concerns and service priorities
- Dealing with the expected and the unexpected
- Lessons for the future

Peter Linsell APSE Associate

Audience question and answer session

12:30 Event close

About the event

This event will highlight the challenges, solutions and future planning which have had to be employed, often at short notice, to deal with the current pandemic.

It will also consider how the service may need to change in the way it delivers its future services in relation to adopting more environmentally friendly approaches as well as the need to modernise many of its service offers.

The current pandemic has seen significant changes to established service delivery methodologies, and as a result has seen service managers, officers and front-line staff put under extreme pressures never before experienced. However services have risen to these challenges and through co-operation and innovation have continued to deliver quality services in the face of the Coronavirus and its deadly impacts.

It needs to be recognised that decisions which have had to be made, although sometimes unpopular with bereaved families, have been necessary to protect public health.

Therefore this seminar hopes to show how processes and solutions have been developed so that should a second wave occur, then local authority Bereavement Services will be better prepared to face the challenges of such an occurrence.

Reserve your place now by completing the online booking form at surveymonkey.co.uk/r/8JML3C8

Access to the seminar will be via an online link but you will need access to a web browser.

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:	FREE
Non member delegates fee:	£125 + VAT
Commercial delegates:	£199 + VAT

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This event is kindly sponsored by



The CDS Group provides design and development services to the cemetery and crematorium industry across the UK.