

# APSE cemeteries and crematoria seminar 2021

**'Remembering, reflecting and redirecting'** – dealing with the challenges facing bereavement services



**Thursday 15 April 2021**

Microsoft Teams

# Programme

10:00 **Session one**

## **APSE State of the Market 2021 — Cemeteries and Crematoria and the ongoing impacts of COVID-19**

- Results of the state of the Market Survey 2021
- Key findings — negatives and positives
- Facing the future with confidence

**Paul O'Brien APSE Chief Executive**

## **Forensic Anthropology and identification of the deceased.**

- The role of a forensic anthropologist
- The difficulties in identifying an unknown body
- Bringing closure to the families of the deceased

**Professor Dame Sue Black, Pro-Vice-Chancellor Engagement, Lancaster University**

## **Creating a state of the art crematorium in West Lindsey**

- Developing a business case
- What does 'state of the art' mean in terms of a crematorium?
- The benefits for local communities

**Cllr Owen Bierley, Leader of West Lindsey District Council & Ady Selby, Assistant Director of Operational and Commercial Services**

*Audience question and answer session*

11:30 *Virtual coffee break*

11:45 **Session two**

## **Successful Transformation in 2021: Your Pathway to De-Risking Operations and Increasing Efficiency**

- Understand the critical risks in running unsupported and poorly supported systems
- What are the essential system and security best practices you should insist on?
- Practical advice on how to start your transformation

**Neil Sherrin, VP of Business Development, PlotBox**

## **Working with Partner Organisations**

- A look at how Cardiff Bereavement Services work with and support other external organisations
- Identifying mutually worthwhile opportunities
- Highlighting the benefits of trying something different

**Martin Birch FICCM(Dip), Operational Manager Bereavement & Registration Services for the City and County of Cardiff**

## **The Environmental Stewardship Group — Leading the bereavement sector to sustainability**

- Recognising the need for the bereavement Industry to play our part in addressing climate change
- What is the Environmental Stewardship Group and what will it do?
- How the ESG will be helping the sector to get involved and to shape their future

**Jon Cross FloD, ESG Group Facilitator**

## **Nottingham's Cemeteries A place for the living**

- The current state of the city's cemeteries
- Encouraging a wide range of diverse communities and organisations involvement
- Considering future improvements

**Eddie Curry Head of Public Realm & Dave Stretton Cemetery & Crematorium Service Manager**

*Audience question and answer session*

13:30 *Seminar close*

**This event is kindly sponsored by**

**PlotBox**

PlotBox is a cloud based death care management solution that facilitates cemeteries and crematoria in operating to world class standards.

# 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.

Therefore this seminar is a MUST ATTEND EVENT for those officers and members who want to look at new ways of understanding and coping with cemetery and crematoria issues, whether these be financial, environmental, technological or social.

## The Speakers

- APSE will be outlining the key issues for bereavement managers will be considered, through providing feedback on the results of APSE State of the Market report 2021 which concentrates on responses to many of the questions currently being considered by those officers and elected members tasked with managing or providing bereavement services.
- Professor Dame Sue Black will look at the role that forensic anthropology has to play when a body is recovered and investigative forces are unaware of the identity of the individual. The process of identification can be challenging and the primary goal is to be able to return remains to family for appropriate burial. However, not all bodies are able to be identified and this, as well as the situation where people are known to be missing but bodies are not found, leave the whole issue of bereaved families in limbo.
- West Lindsey Council will explain the reasoning behind building the area's first state of the art crematorium, the stages it went through to achieve this facility and the many benefits it has brought to bereaved families in the area.
- Plotbox the seminar sponsors, will be explaining how Managers need to consider how they can de-risk their operations by ensuring the security of the information they hold which is vital to supporting their daily operations. By doing so they will more fully understand these critical risks in running unsupported and poorly supported systems and be able to identify the essential system and security best practices they should be insisting upon.
- Cardiff City Council will be explaining how through the development of external partnerships, they have added value to both their own bereavements services offer and assets, but also to provided benefits to external partners and wider members of the community.
- The Environmental Stewardship Group will be explaining how the Bereavement Sector impacts on the air that we breath, the water we drink , the quality of our soil and the biodiversity of our flora and fauna. Climate change emergencies means that there is a need for the sector to play its part and quickly. The Environmental Stewardship Group has been formed to provide a focal point for collaboration across the sector and to lead it towards sustainability. The Group is tasked with identifying the bigger picture and providing the encouragement and promoting tools to lead the sector to meet the emission reduction targets by 2030 and ultimately the 2050 Net Zero deadline.
- Nottingham City Council, has undertaken some ground-breaking work in developing strong community links to its bereavement Service and by association its cemetery grounds. Delegates will hear how these partnership have led to a greater community involvement in the city's cemeteries and their future development.

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.



# Booking Details

## 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>£99 + VAT</b>
Non member delegates fee:	<b>£149 + VAT</b>
Commercial delegates:	<b>£249 + 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 [NHorrocks@apse.org.uk](mailto:NHorrocks@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.