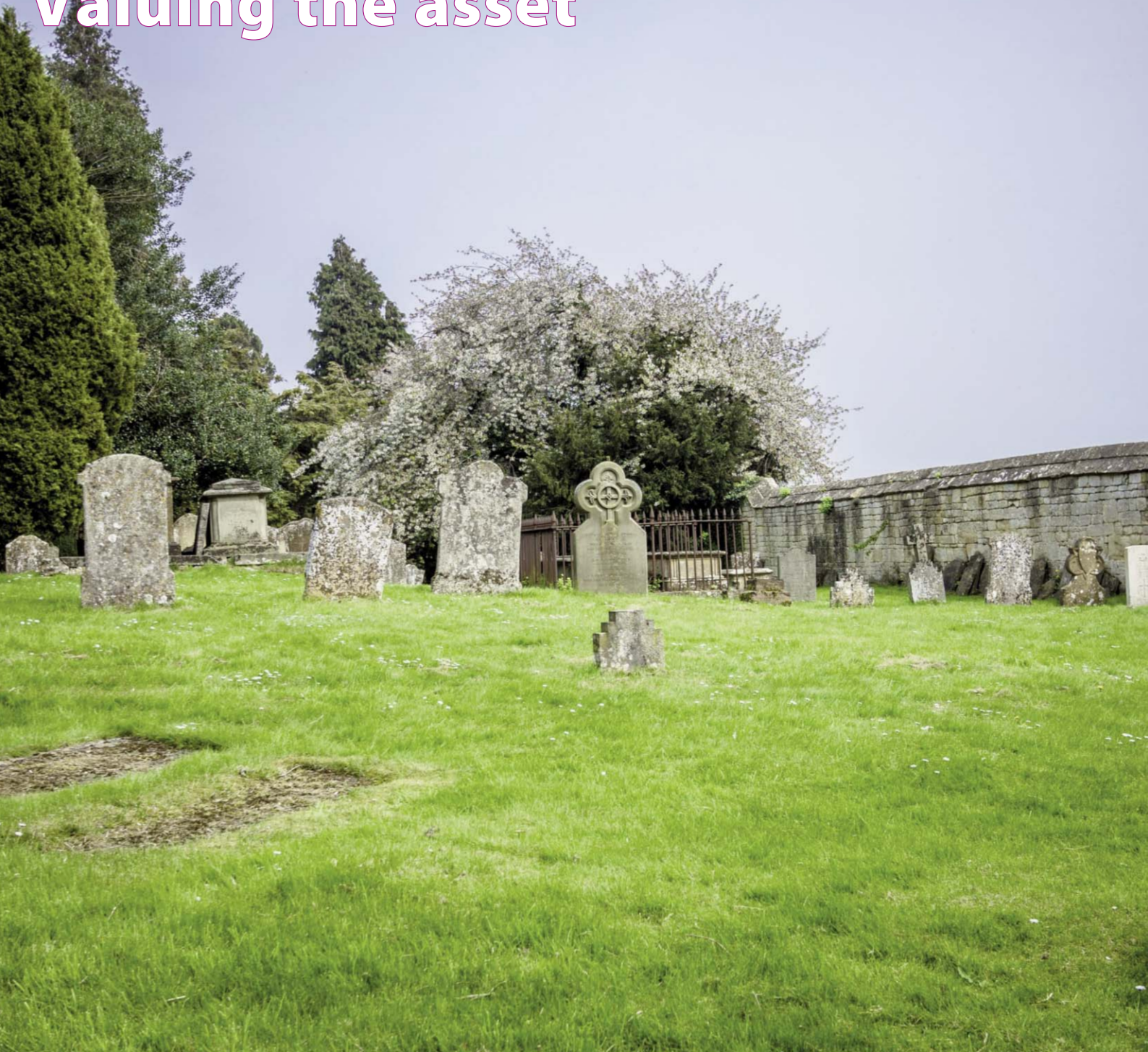


Cemeteries and Crematoria: Valuing the asset



APSE one day seminar at Chesford Grange, Chesford Bridge, Nr Kenilworth, Warwick, CV8 2LD

17 April 2015

Supported by:



seminars

PLOTBOX
CEMETERY & CREMATORIUM SOFTWARE

Programme

9:30 am **Registration and exhibition viewing**

10:30 am **Session 1**

Sustainable Burial Space

- Identifying burial space – the problems facing local authorities
- What are the options?
- Future considerations

Speaker: Tim Morris, Chief Executive, Institute of Cemetery and Crematorium Management

Applying Technology to Cemetery Management

- ‘Here’s one I prepared earlier’
- How ICT can improve your service
- Benefits gained

Speaker: Sean and Leona Mc Allister PLOTBOX

11:30 am **Coffee break and exhibition viewing**

12:00 pm **Session 2**

Crematoria – from swimming baths to man’s best friend?

- Current financial pressures on Bereavement Services
- Threats facing Bereavement Services
- A new model for Bereavement Services
- The development of income streams from energy generation to pet cemeteries

Speaker: Brendan Day, Registration and Business Excellence Manager, Sandwell Council

Performance Networking and benchmarking- is it worth it?

- The origins of the APSE Performance Networks benchmarking service for cemeteries and crematoria
- What to measure - cost and service quality
- The benefits achieved

Speaker: Andrew Bond, Bereavement Services Manager, Wigan Council

13:00 pm **Lunch and exhibition viewing**

14:00 pm **Session 3**

The value of information

- The opportunity to raise income from data
- Digitising burial and cremation records
- Improving intelligence and customer information

Speaker: Richard Grey, Head of Marketing and Communications, Deceased on Line

Creating a future service

- Defining ‘good’ in the context of cemeteries and crematoria
- What will ‘good’ look like in 5 years’ time?
- Emerging factors which will influence your ability to deliver a high performance bereavement service in future

Speaker: Alan Sheldon, Bereavement Services Officer, Dacorum Borough Council

14:45 pm **Coffee break and exhibition viewing**

15:15 pm **Session 4**

Managing Burial grounds

- What is good management
- Preserving the cultural and historical value of burial grounds
- Case studies

Speaker: Harriet Carty, National Project Manager , Caring For God’s Acre

Customer Service Excellence in relation to the Cemeteries and Crematoria service

- Customer Service Excellence – why bother?
- To achieve the award
- Benefits to service delivery and customer experience

Speaker: Mark Street, Environmental Services Group Manager, Stafford Borough Council

16:00 **Seminar close and departure**

Seminar objectives

As local authorities find their budgets annually being reduced, service managers are constantly looking for new ways to alleviate such cuts, either through service efficiencies or generating new sources of income, often both.

In the case of cemetery and crematorium managers, there are additional concerns: a lack of burial space, changing environmental legislation, new customer and religious demands and the growing interest in family genealogy which is creating a greater need to manage data and burial records.

Service delivery will have to change and it is by listening to others experiences that these changes can be brought about. Our burial grounds are precious places and need to be treated with respect and care as do the people who use them, now and in the future. This seminar hopes to highlight best practice examples which address these wide ranging issues, and for many, concerns.

The speakers will discuss how they have improved service efficiency, developed new services, increased levels of income and thereby adding value to the service, whilst also showing the need to value the asset itself, from a cultural and historical viewpoint. In this way it is hoped delegates will take away ideas and experiences which will help services become more sustainable and ready for future opportunities and challenges.

The conference is planned to allow considerable time for debate and questions.

Who should attend?

- Service Directors
- Managers and officers (bereavement services, funeral services, cemeteries and crematoria, grounds maintenance, green space, climate change and environmental services)
- Policy advisors, accountants and lawyers
- Performance Management officers
- Sustainability and environmental officers
- Trade Union representatives
- Contractors and suppliers
- Voluntary organisations

Reserve your place now by completing the booking form and faxing it or emailing to Keisha Swaby at APSE on 0161 772 1811 or kswaby@apse.org.uk

The Venue

Chesford Grange

Chesford Bridge
Nr Kenilworth
Warwickshire
CV8 2LD



INVESTOR IN PEOPLE



Booking form

APSE Cemeteries and Crematoria Seminar, Friday 17th April 2015, Chesford Grange, Warwick

Office Use

Del#.....

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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

Commercial delegates:- £299 + 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 kswaby@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 Keisha Swaby, 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: kswaby@apse.org.uk