



Managing Cemeteries and Crematoria – (a grave situation?)

20 June 2012, Exeter

5 July 2012 hosted by Blackburn council

12 July 2012 hosted by Wakefield council



Managing Cemeteries and Crematoria

Introduction

As Cemeteries and Crematoria Services face unprecedented pressure to achieve more with less, authorities are being forced to consider alternative ways of delivering this vital and sensitive service.

With the help of Peter Linsell, a leading consultant to burial and cremation authorities in the UK, APSE has developed a new one day course to help senior managers meet the challenges of continually improving services while tightening the purse strings.

Places on these events will be strictly limited as they will be highly interactive, working sessions which will also raise awareness and develop the skills required to manage the inevitable changes to future service management and delivery.

The content of the events will include:

- Mercury abatement and burden sharing
- Re-use of graves
- Heat recovery and renewable energy from cremators
- Memorial safety
- Local authority management of closed churchyards
- Measuring performance on cemeteries and crematoria
- Alternatives to traditional burials
- Cemetery care and grounds maintenance
- A very different community partnership – the tri-partite relationship between the bereaved, funeral directors and the burial/cremation authority

Who Will Benefit?

Anyone involved in the cemeteries and crematoria service including:

- Service Managers
- Cemeteries and crematoria specialists
- Front line supervisors
- Elected members and portfolio holders
- Policy officers
- Trade union representatives

Trainers

The sessions will be delivered by Peter Linsell and Jan Kennedy from APSE.

Peter Linsell

Peter is an Associate of APSE Solutions and co-delivers Supervisory skills for APSE training.

Peter has 25 years local government experience at Kirklees Council and nearly four years as a consultant and trainer with the ICCM. He has vast experience of working with architects, engineers, planners, heritage, legal and financial specialists on a number of key site development projects for burial and crematorium authorities. Peter currently focuses on cemeteries and crematoria consultancy services, including feasibility projects to introduce mercury abatement at crematoria, health and safety policy work, option appraisals and whole service reviews.

Peter holds the ICCM diploma.

Jan Kennedy

Jan Kennedy is the Principal Trainer for APSE and has responsibility for APSE training. Jan has a background in training and development, firstly as an executive training officer in central government where she gained her CIPD in Training and Development. She moved to local government in 1999 where she joined Liverpool City Council as a member of the corporate training team. Jan has experience of managing and delivering a wide range of training and development including Liverpool's One Stop Shop training programme. Prior to joining APSE Jan managed the Lifelong Learning Employability curriculum in Adult and Community Education. Jan holds a Certificate in Post 16 Education and a CLAIT Advanced in ICT. She is also qualified in Level A and level B in psychometric testing.

Since joining APSE Jan regularly delivers training on a range of topics including Supervisory skills across all service sectors, Project Management, Leadership, Marketing, Customer Care, Negotiation skills and Service Level Agreements. Jan also co-delivers on the current Masterclasses on Health and Safety.

Jan can be contacted at e-mail address at: jkennedy@apse.org.uk or by telephoning her on either 0161-772-1810(Office) or 07764-252-107 (Mobile)

What's included?

Course fees include delegates' documentation and course material lunch and refreshments. Please note that the fee does not include hotel accommodation. Hotel information is available from the APSE secretariat on request.

The courses are intensive one day training programme days, which utilise a number of delivery mechanisms including: lecture, group discussion, group and individual exercises and case studies to enable participants to take away learning and tools that can make a difference.

Duration

1 day event: Start time: **9.30 am** Finish time: **4.30 pm**

PROGRAMME

9.15– 9.30 am	Tea and Coffee/Registration
9.30– 9.45 am	Introduction Course Content Delegate baseline assessment Background to the Programme
9.45 – 11.00 am	Current Issues <ul style="list-style-type: none">• Mercury abatement and burden sharing• Re-use of graves• Heat recovery and renewable energy from cremators• Memorial safety
11.00 – 11.15 am	Tea and Coffee Break
11.15 – 12.45 pm	Current Issues (continued) <ul style="list-style-type: none">• Local authority management of closed churchyards• Cemetery care and grounds maintenance
12.45 – 13.45 pm	Lunch Break
13.45 – 2.45 pm	Making a Difference <ul style="list-style-type: none">• Strategic v reactive management• Service improvement Skills and Training <ul style="list-style-type: none">• Positive action required• Measuring performance
2.45 – 3.00 pm	Tea and Coffee Break
3.00 – 4.15 pm	Stick or Twist? <ul style="list-style-type: none">• Alternative service delivery options• Partnership development• Developing ownership
4.15 – 4.30 pm	Action Planning from today Continuous improvement
4.30 close	Certificates, delegate feedback and evaluations

Managing Cemeteries and Crematoria - booking information form

Contact name: _____ Employer: _____

Address: _____

Postcode: _____ Telephone: _____

Email: _____

Delegate name	Job title	Email address

Please state if delegates have any special requirements (dietary/access/information in alternate formats):

20 June 2012, Exeter

05 July 2012, Blackburn

12 July 2012, Wakefield

Booking information: APSE will take bookings up to 24 hrs prior to the course, subject to availability. You are however advised to book early to secure your place and avoid disappointment.

Please note: places on the sessions will be strictly limited to a first come first served basis. Provisional reservations for places are not accepted on this form.

APSE members: 1 delegate: £219 + VAT per delegate per course
3 + Delegates £189+ VAT per delegate per course (*Discount only applies to delegates attending same date.*)

Non members: £384 + VAT per delegate per course

Please quote your purchase order number (if appropriate):

Booking confirmation: APSE issues a written confirmation letter to the 'contact name' for all delegate bookings received. We **will not** send confirmation to each delegate named on the booking form, unless this has been requested in writing. Should the 'contact name' not receive a confirmation letter by post within 10 working days of sending the booking form, then please contact APSE on telephone: 0161 772 1810.

Cancellation charges: Reservation is a contract. Substitution of delegates is acceptable any time in writing by post, email to jclough@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 £75 administration fee. No refunds can be given for cancellations received less than 10 working days before the event or for non-attendance. Booking transfers will only be acceptable, if there is availability on another date for the same course, and will incur a £75 administration fee. In the unlikely event of cancellation by the organisers, liability will be restricted to the refund of fees paid. APSE regrets we cannot accept any liability for associated transport or hotel costs in the event of course cancellations made by us. The organisers reserve the right to make changes to the programme, speakers or venue should this become necessary.

Please return completed form to:

APSE – 2nd Floor Washbrook House, Lancastrian Office Centre, Talbot Road, Old Trafford, Manchester, M32 0FP.

Tel 0161 772 1810 – Fax 0161 772 1811 - Email: jclough@apse.org.uk - Web: www.apse.org.uk



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