



**membership resources**

*APSE's National Cemeteries and Crematoria Network  
presents...*

## ***Going Digital***

***Practical ideas and proven approaches to help local  
authority bereavement services improve efficiency,  
customer experience, and digital capability***

**Tuesday 9 June 2026 – 14.00pm –15.30pm**

If your service is looking to modernise systems, reduce administration, strengthen financial processes, and improve the experience for bereaved families, this session will provide a practical insight. Join APSE and sector experts **Chris Edge, CEO, Edge Systems; Alan Sheldon, Head of Bereavement Services, Liverpool City Council;** and **Joseph Durrant, GIS Officer, Tewkesbury Borough Council** to hear how councils are using digital solutions to deliver more efficient, accessible, and responsive bereavement services.

***Free for APSE member councils - attend to gain practical ideas,  
sector insight, and examples you can take back to your service***

**[>> Reserve your free place now <<](#)**

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## Topics and speakers include: -

### 1. Welcome

#### **Councillor Mark Wilson**

Chair, APSE Cemeteries and Crematoria Network

### 2. Improving financial control and customer payments in bereavement services

- Reduce payment processing costs, save staff time, and strengthen financial oversight
- Offer simpler, more convenient payment options for service users
- Improve reconciliation and reporting through a single daily deposit

#### **Chris Edge, CEO, Edge Systems, APSE Approved Partner**

### 3. Building digital capability to support service improvement

- Take learning from an in-house digital solution designed around service needs
- See how partnership working can accelerate digital progress
- Take away practical lessons, current progress, and next steps for your service

#### **Alan Sheldon, Head of Bereavement Services, Liverpool City Council**

### 4. Using digital records to improve access, accuracy, and service delivery

- Move from paper-based records to a searchable digital platform for cemetery data and maps
- Improve grave location, public search access, and day-to-day operational efficiency
- Enhance accessibility, customer service, and data management through modern digital records

#### **Joseph Durrant, GIS Officer, Tewkesbury Borough Council, APSE Cemeteries and Crematoria Innovation Award Finalist 2026**

[>> Secure your free place today <<](#)

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**Kind regards,**

**Vickie Hacking**

Principal Advisor, APSE

On behalf of Councillor Mark Wilson,

Chair of the APSE Cemeteries and Crematoria Network