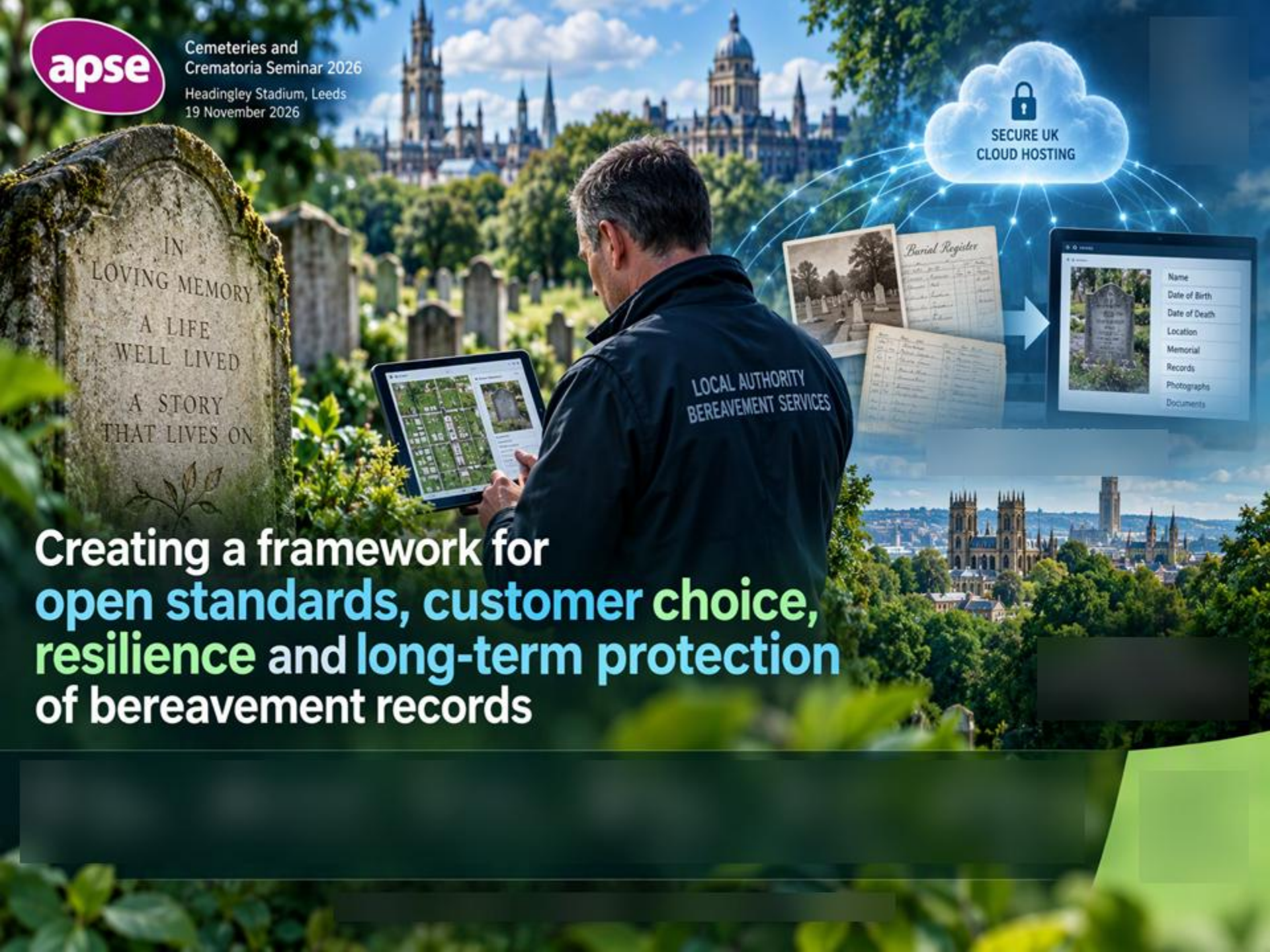
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Cemeteries and
Crematoria Seminar 2026
Headingley Stadium, Leeds
19 November 2026
IN
LOVING MEMORY
A LIFE
WELL LIVED
A STORY
THAT LIVES ON
SECURE UK
CLOUD HOSTING
Burial Register
Name
Date of Birth
Date of Death
Location
Memorial
Records
Photographs
Documents
LOCAL AUTHORITY
BEREAVEMENT SERVICES
Creating a framework for
open standards, customer choice,
resilience and long-term protection
of bereavement records



CREATING A FRAMEWORK FOR

OPEN STANDARDS, CUSTOMER CHOICE, RESILIENCE and LONG-TERM PROTECTION OF BEREAVEMENT RECORDS

Chris Edge
CEO, EDGE IT Systems Ltd
chris@edge.ltd

apse Approved Partner

Advocating a voluntary software charter for bereavement services and suppliers.

APSE Cemeteries & Crematoria Seminar
Headingley Stadium, Leeds
19th November 2026

UK BEREAVEMENT SERVICES



UK BEREAVEMENT SERVICES SOFTWARE CHARTER



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WHY EDGE IS ADVOCATING THE UK BEREAVEMENT SERVICES SOFTWARE CHARTER



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EXPERIENCE

A LONG-TERM COMMITMENT TO BEREAVEMENT SERVICES

40+ Years in Information Technology

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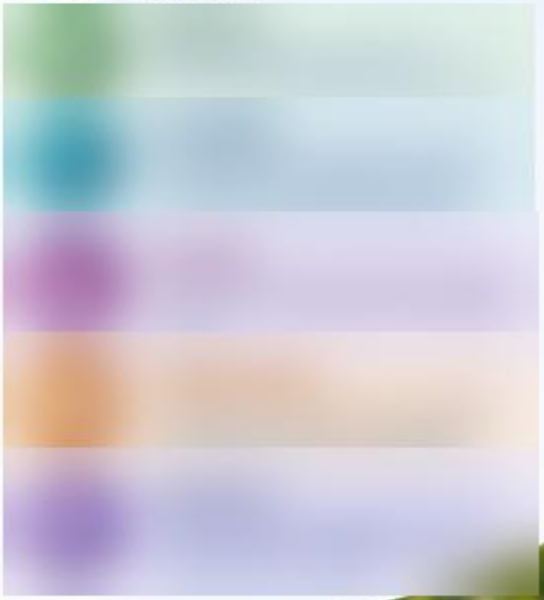

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PEOPLE | PLACES | COMMUNITIES | A BRIGHTER TOMORROW



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PEOPLE | PLACES | RECORDS | FUTURES

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HONOURING THE PAST SUPPORTING THE FUTURE

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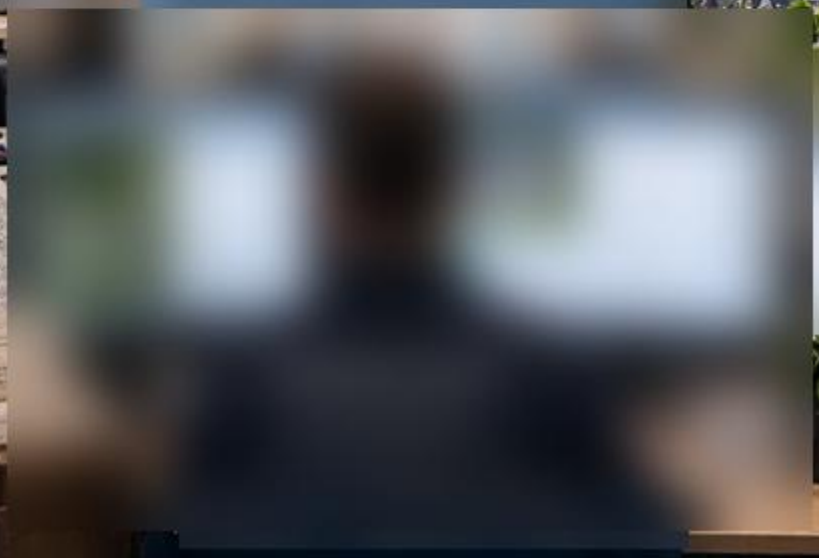
Digital Transformation for Bereavement Services













Digital Transformation for Bereavement Services

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LEGACY SYSTEMS
Older Cemetery System
Legacy Crematorium System
Spreadsheets
Paper Records
Standalone Mapping
Separate AV System
Manual Payments
BEREAVEMENT SERVICES
Cemeteries
Crematoria
Memorials
Bookings
Mapping
Inspections
Payments
Public Portal
CREMATORIUM
CREMATION REGISTER
MEMORIAL RECORDS

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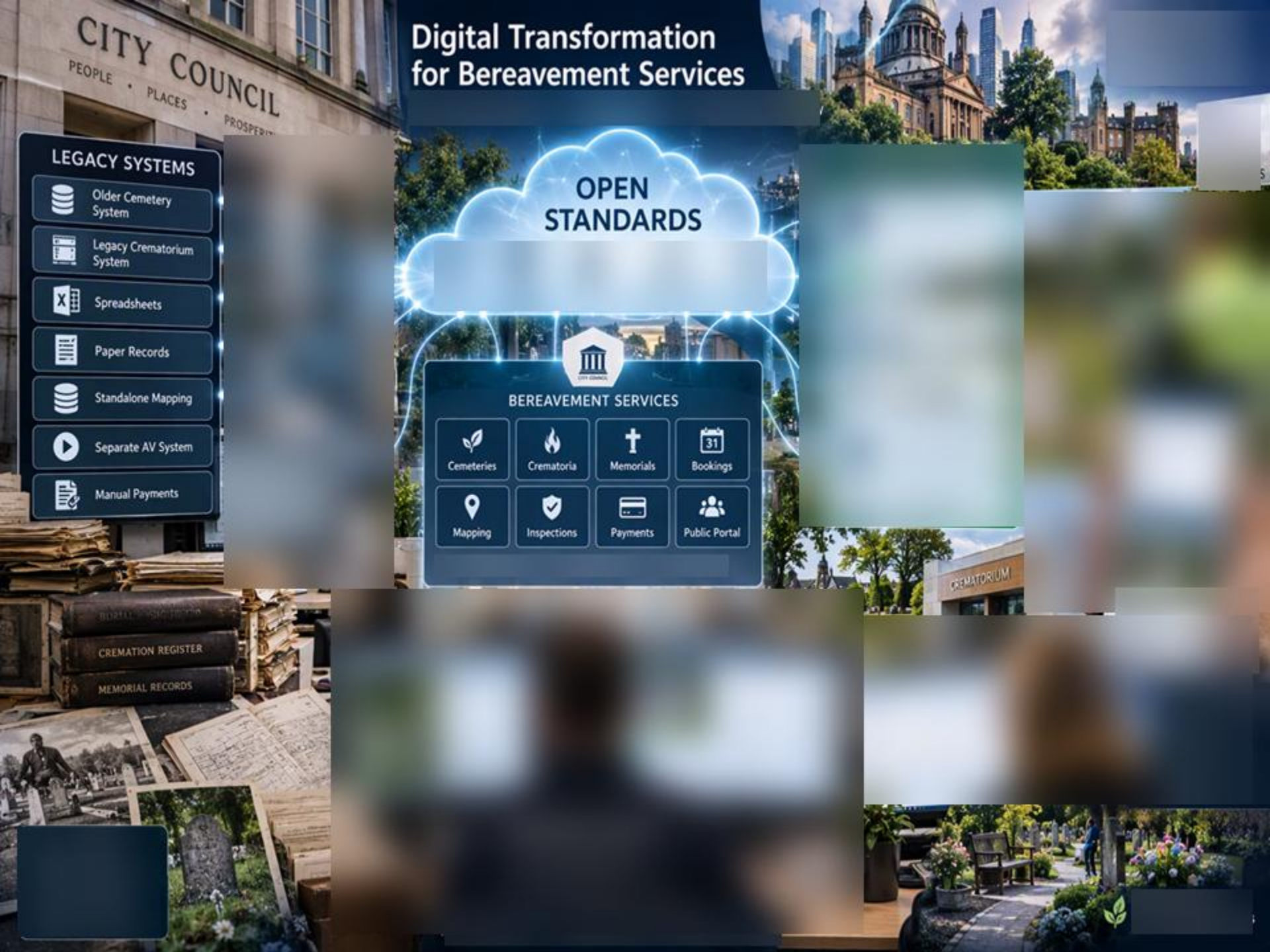

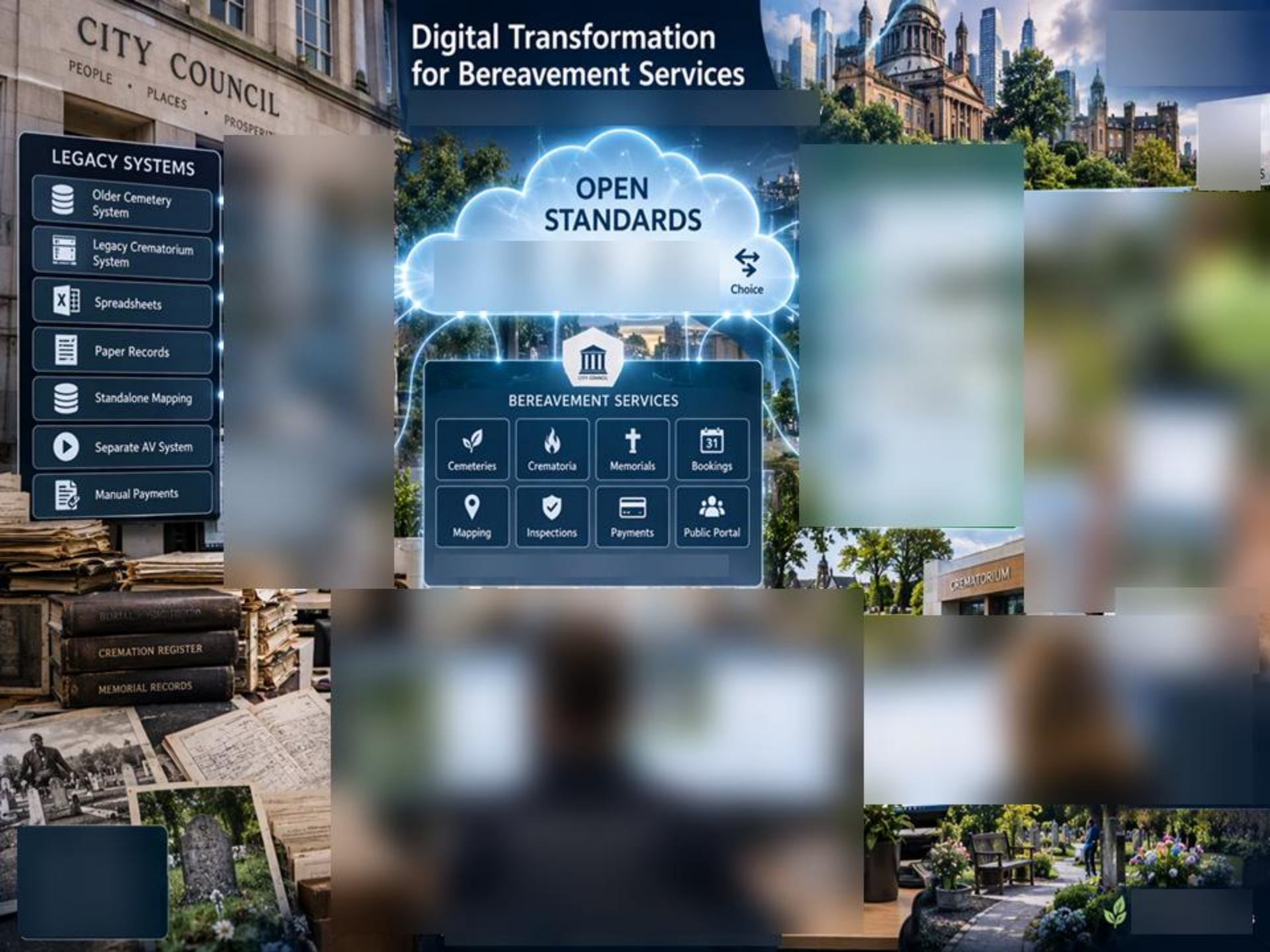
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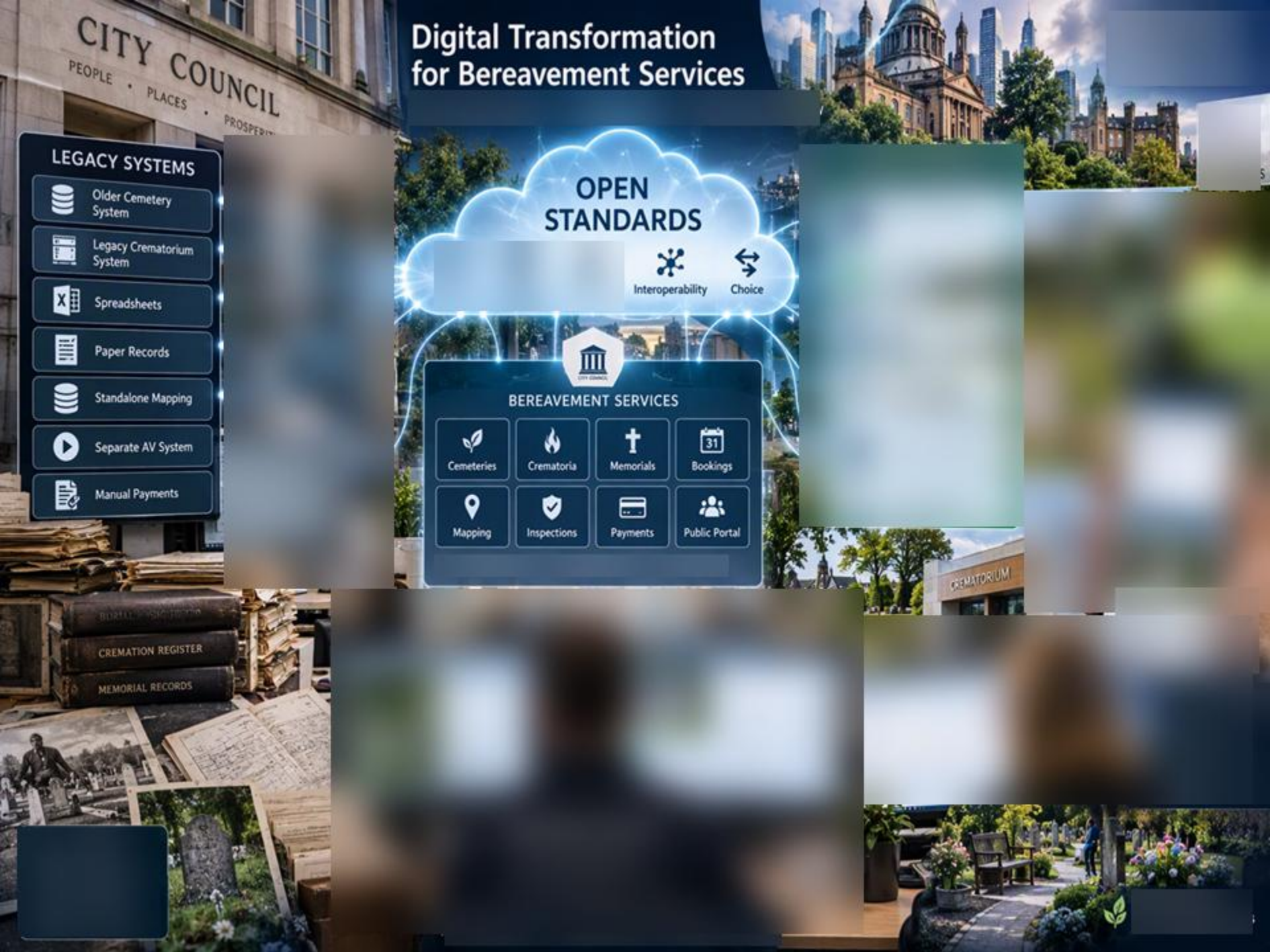
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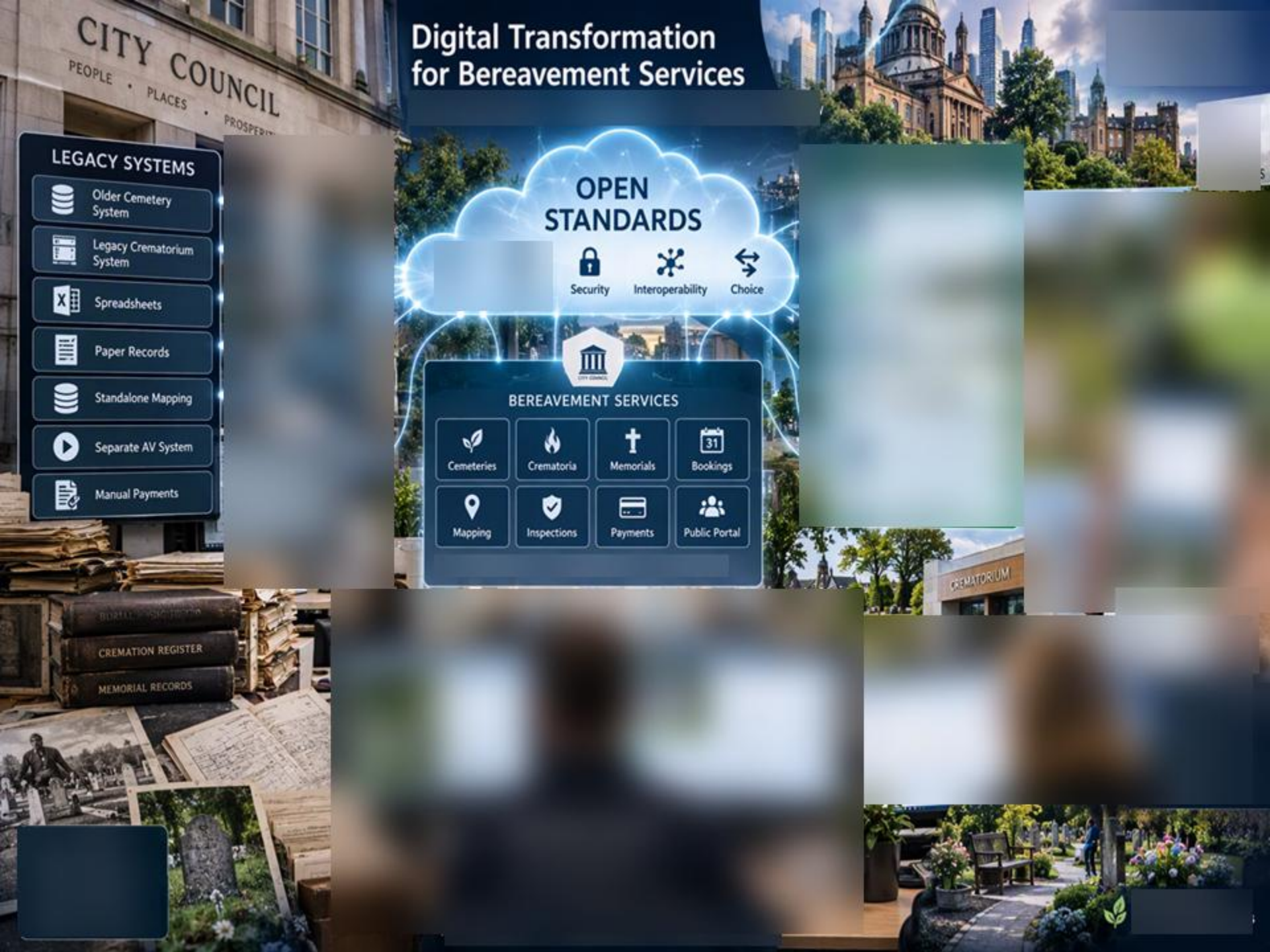
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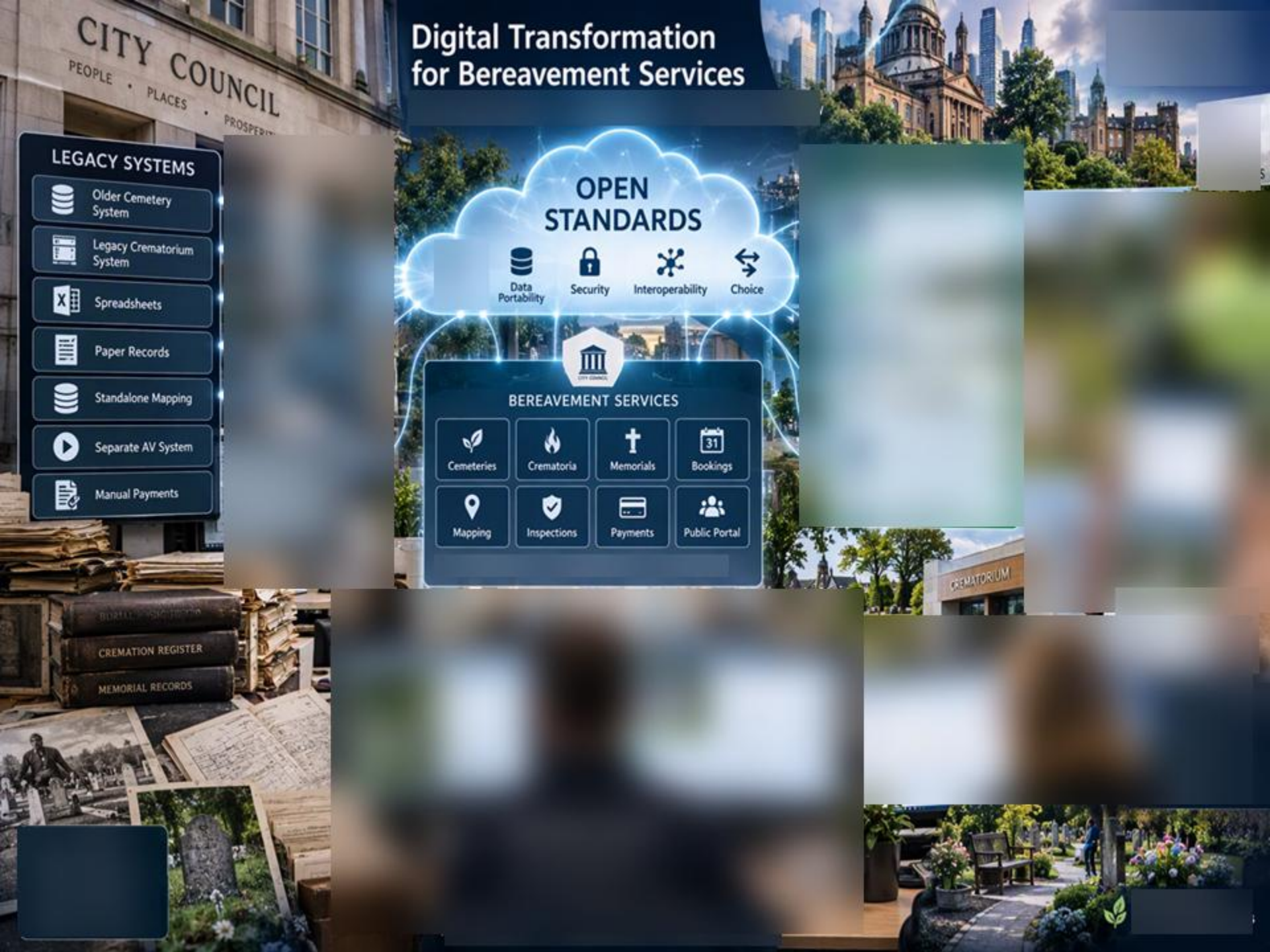
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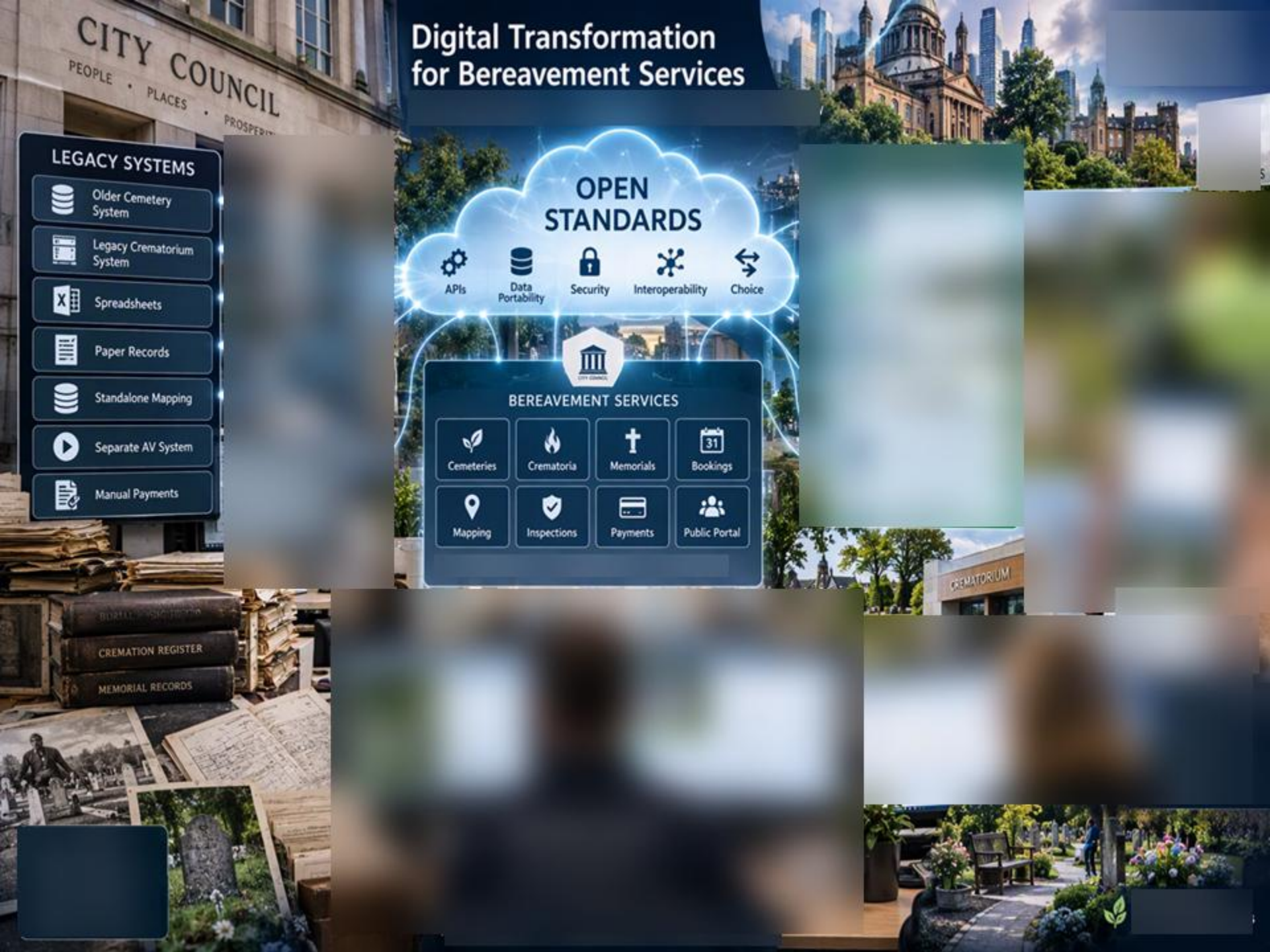
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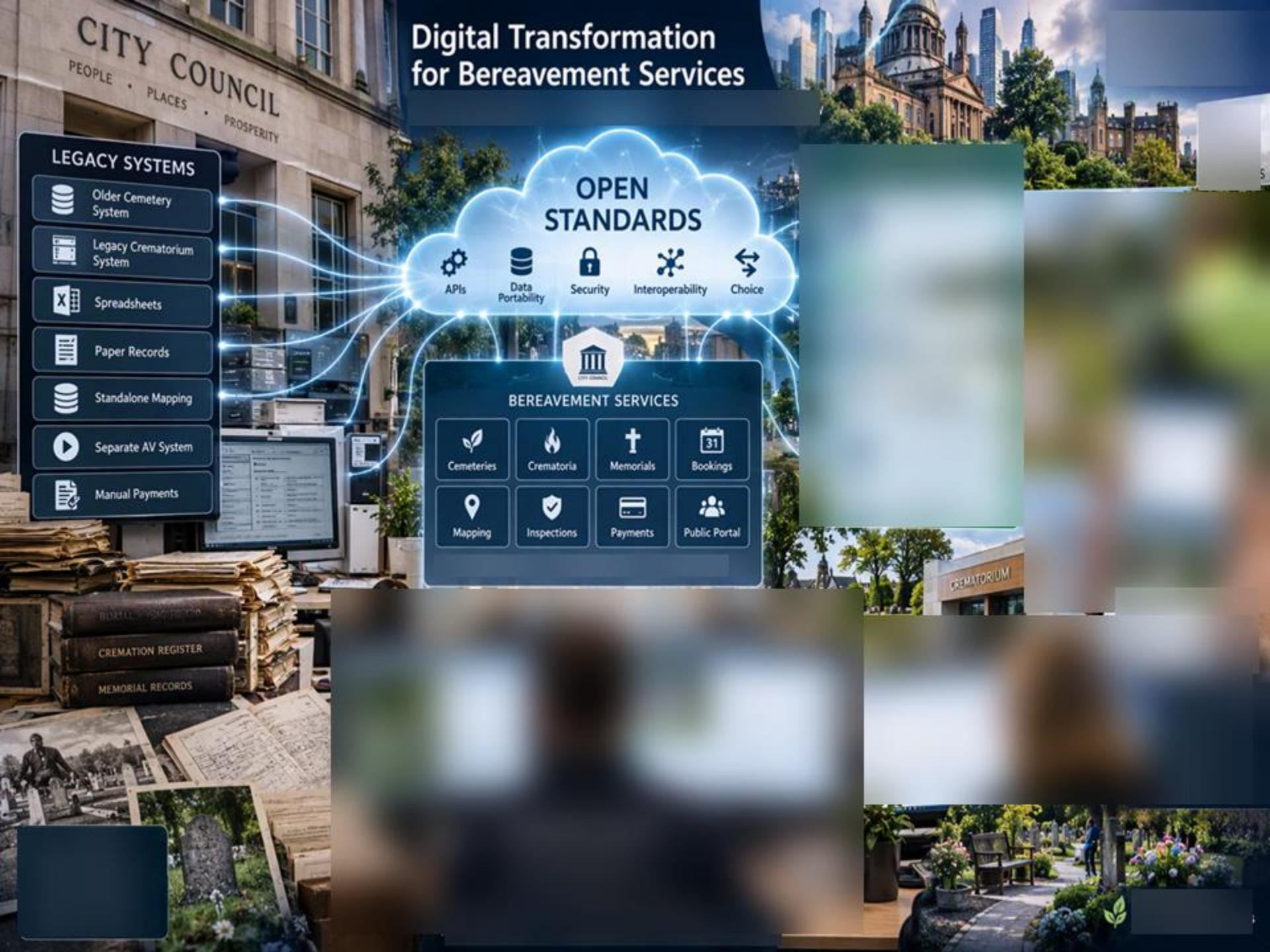
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Interoperability
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Customer Choice
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- Burial records
- Memorials
- Fees and invoicing
- Plots and reservations
- Statutory registers



Crematorium Booking Systems

- Service bookings
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- Availability
- Attendee information
- Statutory registers



Audio Visual Service Providers

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Data stored in the UK with high security standards

DATA PORTABILITY
Authorities own their data and can migrate to different systems

apse

Stronger Together

Open Standards for Bereavement Services

Different systems. A shared purpose. Better services for today and tomorrow.

Interoperability
Systems work together

Customer Choice
Freedom to choose the best solutions

Resilience
Greater continuity and lower risk

Data Protection
Safeguarding records for future generations

Innovation
A more open, competitive market

Cemetery Management Software

- Burial records
- Memorials
- Fees and invoicing
- Plots and reservations
- Statutory registers

Crematorium Booking Systems

- Service bookings
- Chapel management
- Availability
- Attendee information
- Statutory registers

Audio Visual Service Providers

- Webcasting
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- Service integration
- Family access

Cemetery Mapping Providers

- Digital mapping
- GPS location
- Aerial imagery
- Plot boundaries
- Data integration

Memorial Inspection Providers

- Safety inspections
- Risk assessments
- Mobile data capture
- Photos and reports
- Integration with records

Payment Providers

- Online payments
- Open Banking
- Direct debits
- Reconciliation
- Integration with fees

Make a Payment
£125.00
Pay Now

Public Search Portals

- Search burial records
- View maps and photos
- Service information
- Genealogy research
- Self-service access

Search Our Records
Name
Date range
Cemetery
Search

Third Party & Innovation

- Mobile apps
- Environmental monitoring
- Visitor information
- Community engagement
- Future services

New Possibilities

OPEN APIS
OPEN APIs
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OPEN STANDARDS

COMMON INTERFACES
SHARED DATA
BETTER OUTCOMES

BEREAVEMENT AUTHORITY
Cemeteries | Crematoria | Communities

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Consistent, transparent processes for switching suppliers

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Enabling different platforms to work together

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Enabling different platforms to work together

FUTURE READY
A platform for innovation and new services

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ICCM
Institute of Cemetery and Crematorium Management

FBCA
The Federation of Burial and Cremation Authorities

Open Standards. Connected Services. A Lasting Legacy.

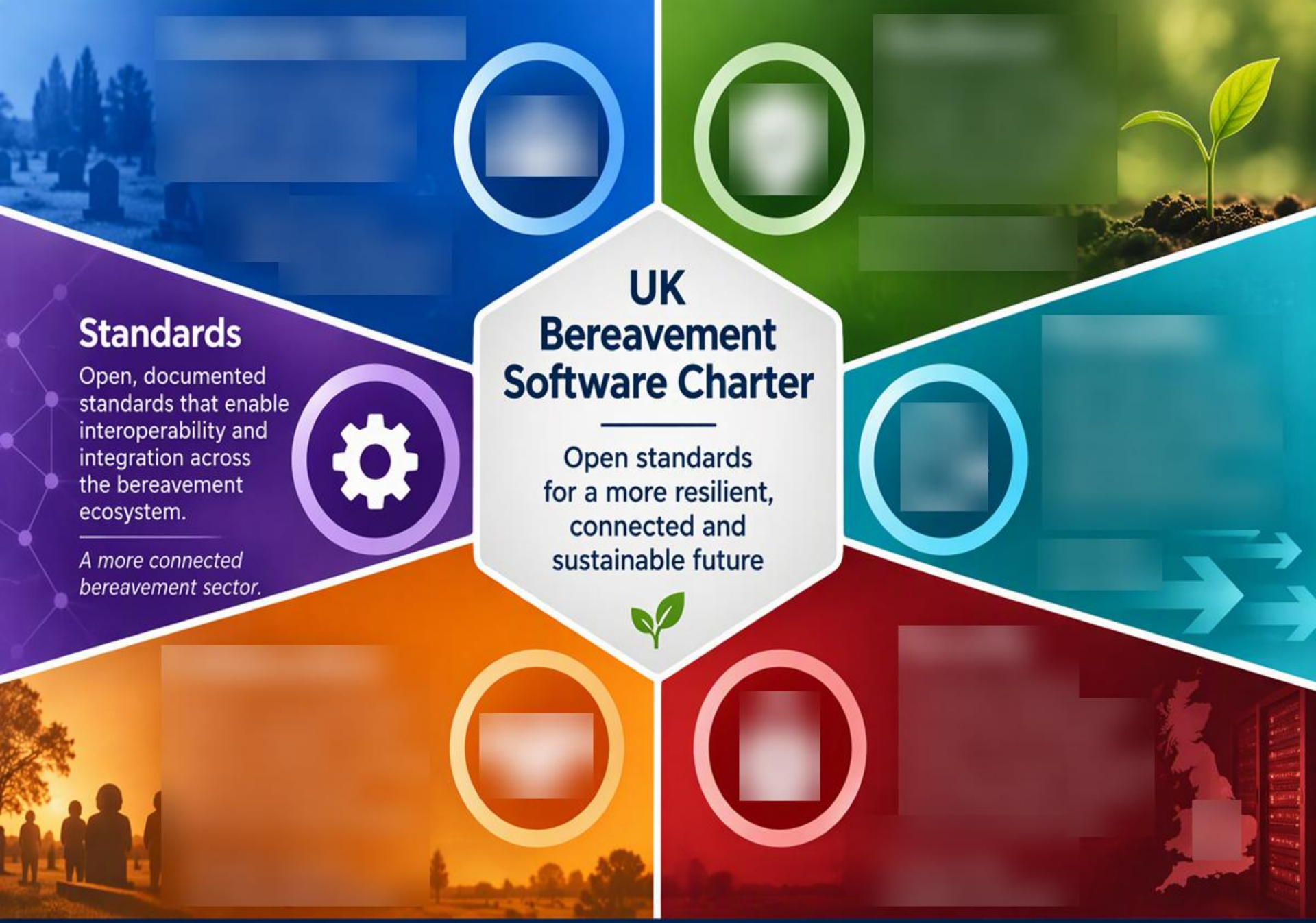
Working together for resilient, accessible and future-proof bereavement services.

PEOPLE | RECORDS | TECHNOLOGY | FUTURE GENERATIONS

TODAY
TOMORROW
FOREVER


UK
Bereavement
Software Charter


UK
Bereavement
Software Charter
Open standards
for a more resilient,
connected and
sustainable future


Standards
Open, documented standards that enable interoperability and integration across the bereavement ecosystem.
A more connected bereavement sector.
UK Bereavement Software Charter
Open standards for a more resilient, connected and sustainable future

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Security

Protecting sensitive and historic bereavement records with UK-based hosting, strong governance and independent software escrow arrangements.

Trusted today.
Available tomorrow.

UK Bereavement Software Charter

Open standards for a more resilient, connected and sustainable future

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Continuity for today.
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Today's records. Tomorrow's history.

Protecting bereavement records
for current and future generations.



**A lasting legacy
through trusted technology.**

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Protecting bereavement records for current and future generations.

SECURE UK DATA CENTRES

Resilient, fault tolerant UK infrastructure



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OUR COMMITMENT

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- ✓ Long-term data preservation
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Secure UK locations

Tier IV fault tolerant data centres

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BUSINESS CONTINUITY
Always on, ready for tomorrow

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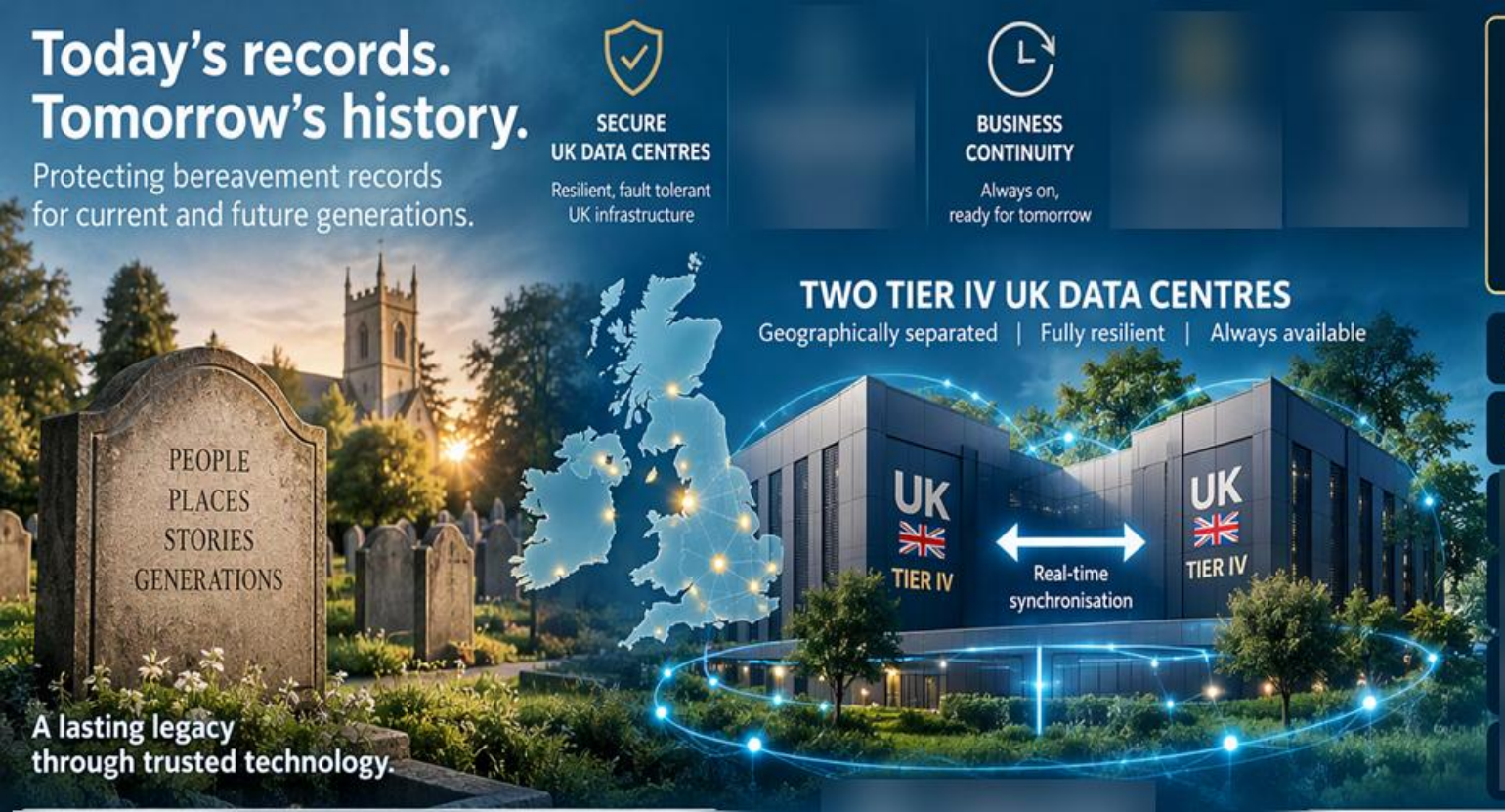

Secure UK locations
Tier IV fault tolerant data centres

Continuous replication
Real-time synchronisation

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DATA PROTECTION & COMPLIANCE
GDPR compliant ISO certified

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Real-time synchronisation

Monitored 24/7
Proactive security and support

Disaster recovery
Rapid restoration capability

Independent escrow
Source code and data protection

Long-term preservation
Format migration and archival storage

SECURE STORAGE & PROTECTION



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TWO TIER IV UK DATA CENTRES

Geographically separated | Fully resilient | Always available

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BEREAVEMENT RECORDS

- Burials & Cremations
- Mapping & Locations
- Memorials & Inspections
- Bookings & Services
- Audio Visual & Media
- Payments & Finance

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ACCESS FOR GENERATIONS

- Families today
- Researchers tomorrow
- History forever

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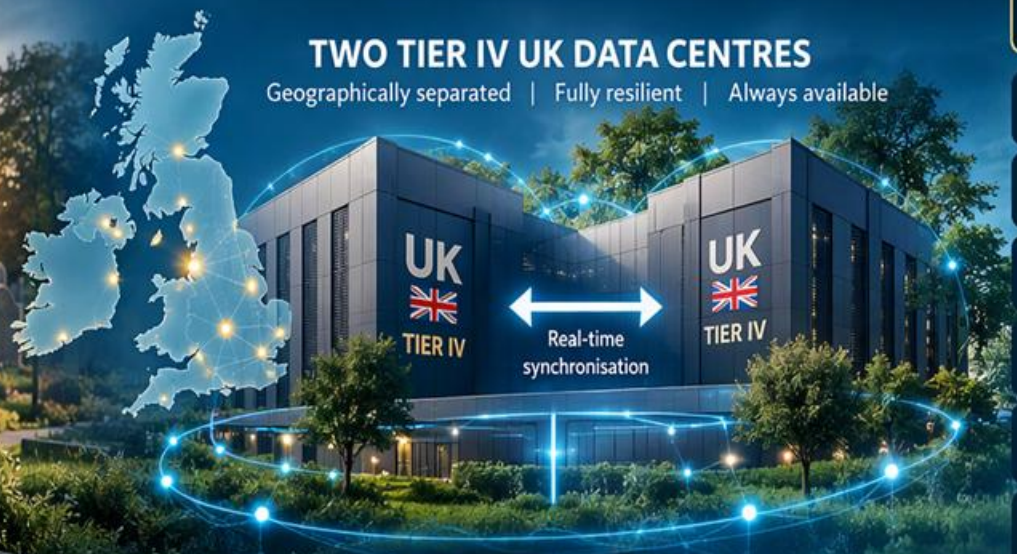

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FROM GENERATIONS PAST...



...TO A SECURE DIGITAL FUTURE



SAME RECORDS.
NEW GENERATIONS.
LASTING VALUE.

Today's records. Tomorrow's history.

Protecting bereavement records for current and future generations.

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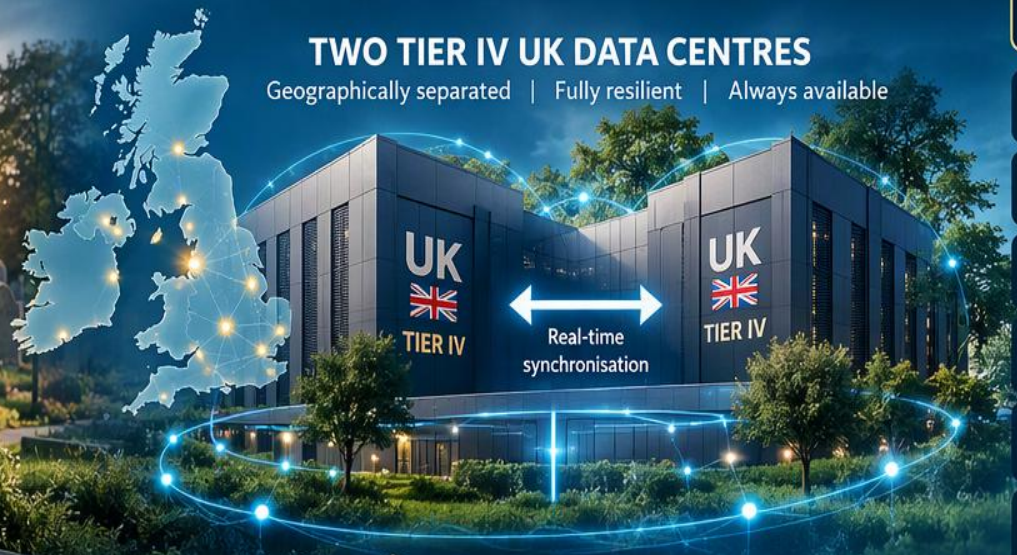

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SAME RECORDS.
NEW GENERATIONS.
LASTING VALUE.

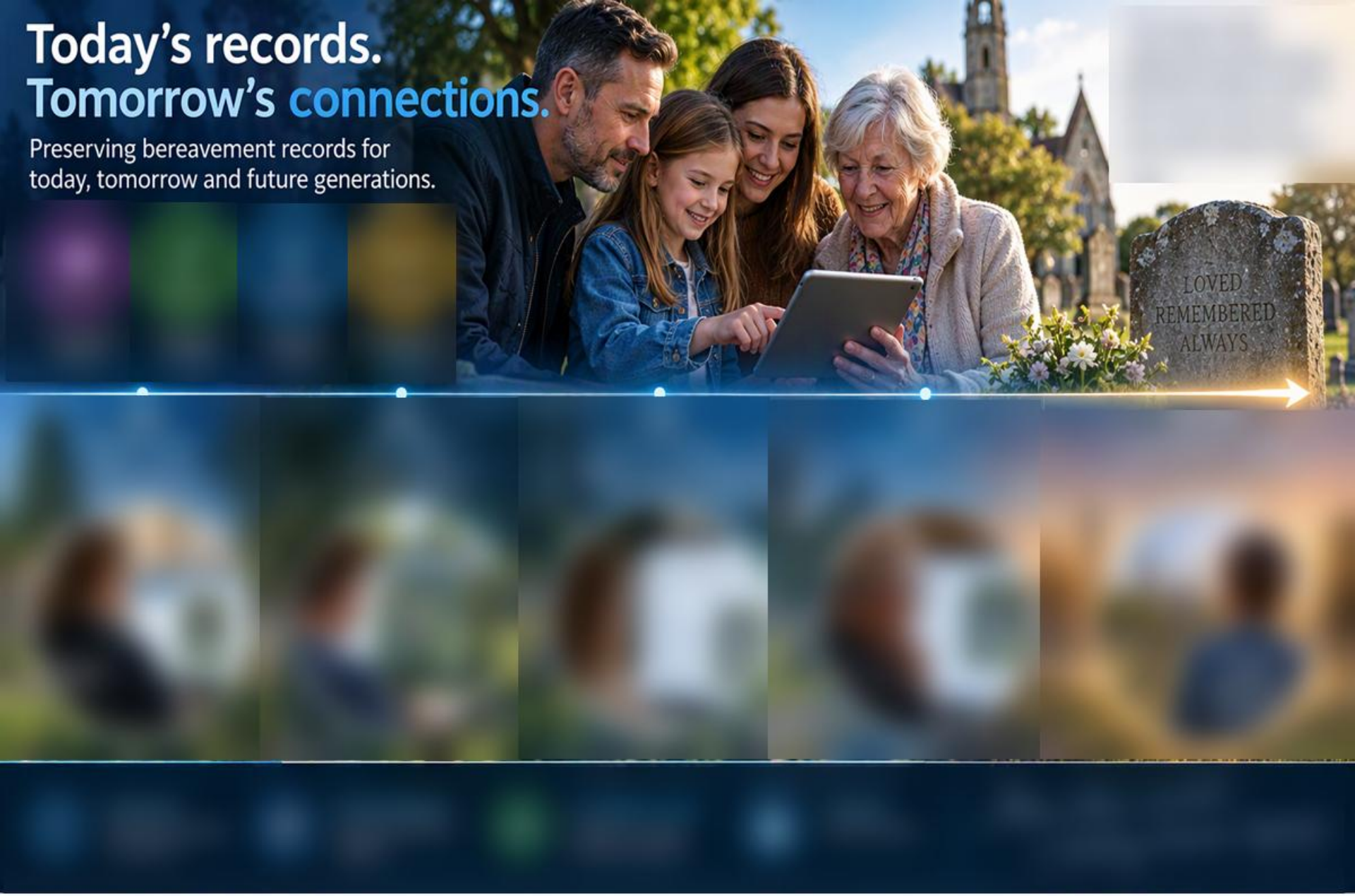
"Technology may change, but the stories must never be lost."

PRESERVE | PROTECT | PROVIDE | FOR GENERATIONS

- PEOPLE Remembered
- PLACES Protected
- RECORDS Preserved
- A FUTURE Assured

Today's records.
Tomorrow's connections.

Preserving bereavement records for
today, tomorrow and future generations.



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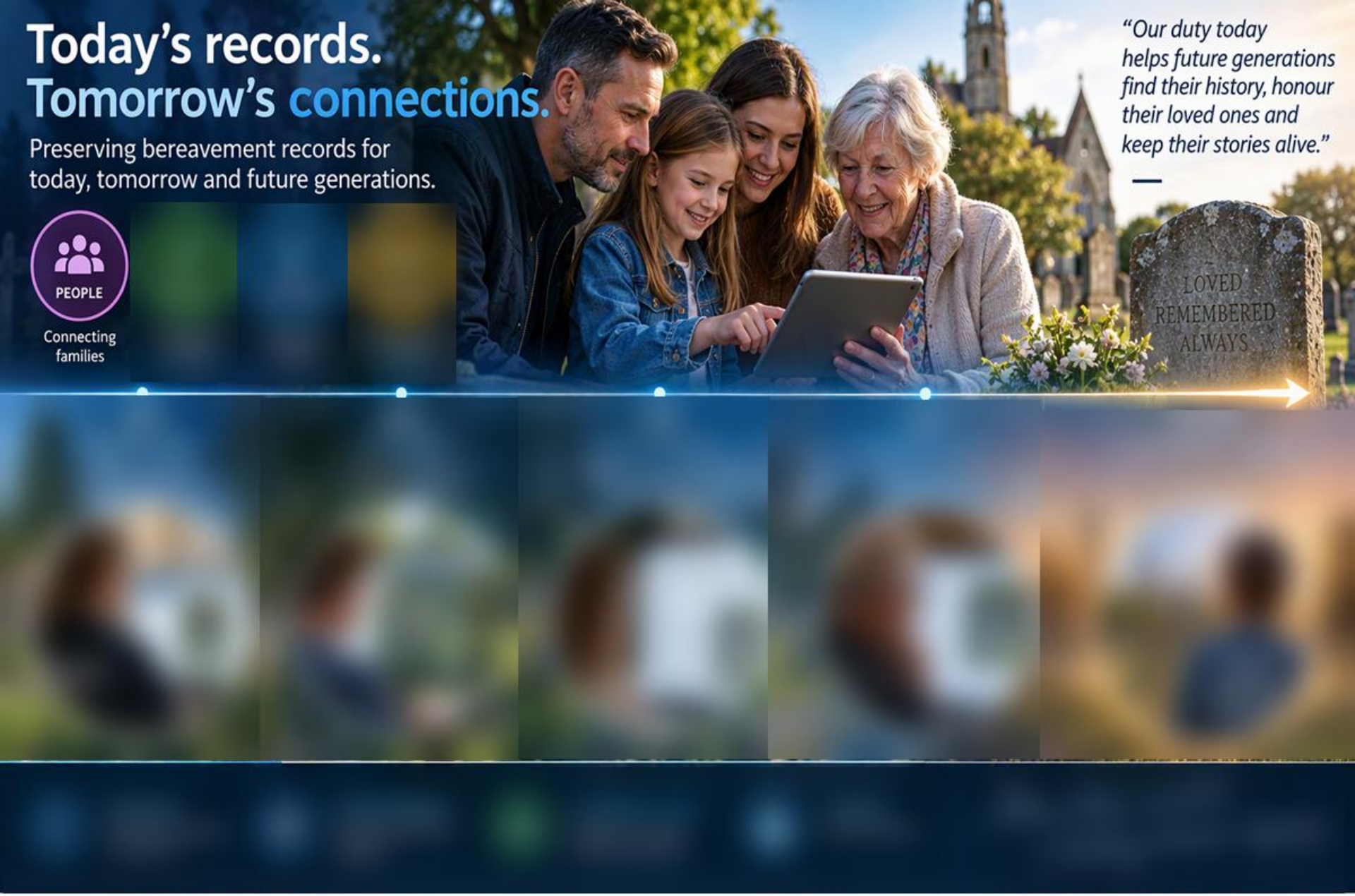

"Our duty today helps future generations find their history, honour their loved ones and keep their stories alive."

—

PEOPLE

Connecting families

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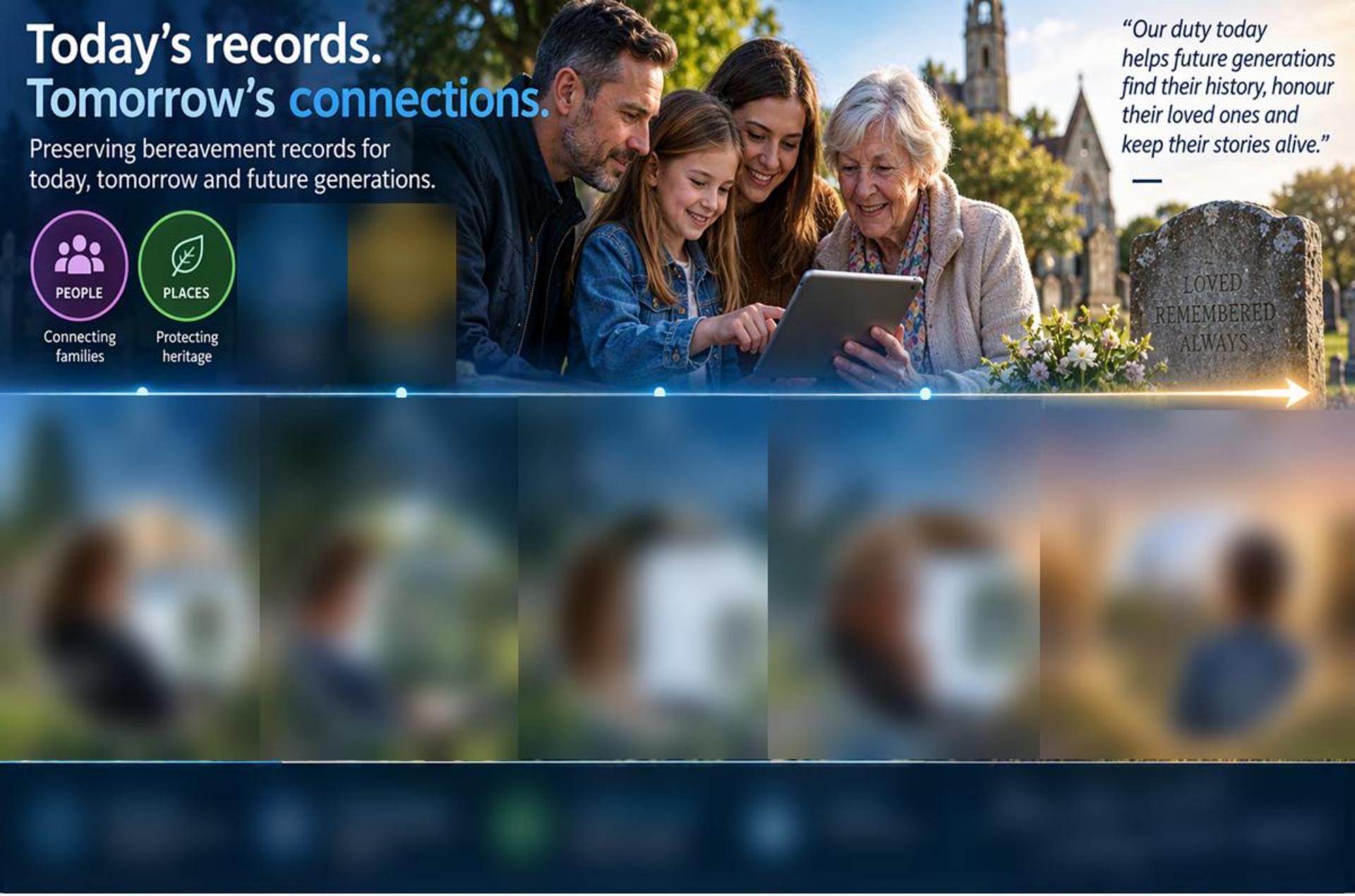
PEOPLE
Connecting families

PLACES
Protecting heritage



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PEOPLE — Connecting families

PLACES — Protecting heritage

RECORDS — Preserving history

FUTURES — For generations to come

2026

DIGITAL TODAY

Modern systems creating trusted records



apse

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PEOPLE — Connecting families

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2026
DIGITAL TODAY

Modern systems creating trusted records



2050
STILL HERE

Records remain accessible and useful









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2100
STILL VALUABLE

Helping future generations discover their heritage







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2126
A LASTING LEGACY

Over a century of continued access





apse

Today's records. Tomorrow's connections.

Preserving bereavement records for today, tomorrow and future generations.



"Our duty today helps future generations find their history, honour their loved ones and keep their stories alive."

—

PEOPLE — Connecting families

PLACES — Protecting heritage

RECORDS — Preserving history

FUTURES — For generations to come

2026
DIGITAL TODAY

Modern systems creating trusted records



2050
STILL HERE

Records remain accessible and useful



2100
STILL VALUABLE

Helping future generations discover their heritage



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BEYOND A HUNDRED YEARS

Stories, places and families never forgotten



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INTEROPERABLE
Systems that work together

CUSTOMER CHOICE
Freedom to adopt the best solutions

TRUSTED
Data that lasts

More than records... a lasting human legacy

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apse — Working together for better bereavement services

APSE | ICCM | FBCA | SUPPLIERS | LOCAL AUTHORITIES | COMMUNITIES

PEOPLE | PLACES | RECORDS | FUTURES

UK Bereavement Software Charter

Open standards for a more resilient, connected and sustainable future

Customer Choice

Freedom for authorities to choose and change suppliers, with a diverse and innovative market.

Better services through competition and innovation.

Resilience

Business continuity through robust, future-proofed technology and infrastructure.

Continuity for today. Security for tomorrow.

Standards

Open, documented standards that enable interoperability and integration across the bereavement ecosystem.

A more connected bereavement sector.

Portability

Authorities own their data, with simple and standardised migration, onboarding and offboarding processes.

Your data. Your future.

Collaboration

Suppliers and authorities working together in the interests of better services, shared learning and continuous improvement.

Stronger together for future generations.

Security

Protecting sensitive and historic bereavement records with UK-based hosting, strong governance and independent software escrow arrangements.

Trusted today. Available tomorrow.

Do YOU need the Software Charter?

You do, if you answer “no” to any of these 5 questions:

(1) Would you be able to operate normally without disruption if your administration software provider failed?
- e.g. Are you protected by a software escrow service for software and data?

(2) Is your administration software automatically updated with the following?
- Payments
- Audio-visual products provided for a funeral so that you can invoice them next day

(3) Are you free to choose the audio visual, mapping and memorial inspection providers that meet your requirements because they are integrated with your administration software?

(4) Are you confident that you can reliably and safely change your software providers? i.e. administration, audio visual, mapping and memorial inspection

(5) Is your data in the UK and replicated in two Tier IV data centres for resilience?

APSE Cemeteries & Crematoria Seminar
Headingley Stadium, Leeds
19th November 2026

Next steps for the Software Charter

Step One - APSE will survey councils to gather their views on the Software Charter

Step Two - Following the survey, APSE will convene a roundtable with APSE Members to gauge the appetite for a Software Charter

Step Three - Subject to the views of APSE Members, a working group will be established with local authorities and sector stakeholders to scope drafting and establishing a Software Charter

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