

PROGRAMME



MONDAY 11TH JUNE

09.30 Arrival and Registration

12.30 CBCE Exhibition Opens

Buffet Lunch in the Exhibition Area

14.15 Opening of Event

By Lord de Mauley, Honorary President, The Cremation Society of Great Britain and Councillor Edward Latham, President, The Federation of Burial and Cremation Authorities

14.25 CBCE 2018 Bursary

14.30 The Digital Opportunity

Leona McAllister, BA,
Chief Commercial Officer, PlotBox

Considering the backdrop of digital transformation of programs across UK councils and the acceleration of G-Cloud, Leona will evaluate the approach to the new digital consumer and how to meet their expectations. This presentation will cover:

- Consumer demand for information
- Modern consumer behaviour and buying processes
- Trend for seeking technological solutions in areas that were previously the domain of paper or face-to-face interaction
- Developing pipelines of talent – how to bring the best calibre people into the industry when reliant on paper and outdated processes
- Digital change management and the step-by-step journey

15.15 Refreshment Break in Exhibition Area

15.45 Reforming the Law and the Dead: Insights and Practical Guidance

Dr Heather Conway, LLB, PhD, Senior Lecturer, Queen's University Belfast

In December 2017, the Law Commission for England and Wales announced that 'a modern framework for disposing of the dead' was a chosen topic for their 13th Programme of Law Reform. Acknowledging that the current law is 'unfit for modern needs' and, in some instances 'out of touch with the public's expectations', the Commission announced that it would aim to create 'a future-proof legal framework that brings the existing law into line with modern practices'.

This paper looks at how this might develop: what areas the Law Commission will focus on, its core objectives, and the key stages in the consultation process before final recommendations are made and put to Government so that the law can (finally!) be changed. It will suggest ways in which key stakeholders and participants in this event can feed into and shape the process, while pointing out any limitations on what might be achieved here.

16.30 Grave Concerns – A New Project Exploring the Management and Maintenance of Cemetery Space c. 1700-2000

Dr Elizabeth Craig-Atkins, PhD,
Senior Lecturer in Human Osteology,
University of Sheffield

This presentation introduces plans for a new collaborative project in which a team of archaeologists and historians seek to examine the processes of management and maintenance of cemetery space in England since the 18th century. The project draws upon oral histories, archival resources, folklore, research conducted by antiquarian scholars and archaeological evidence to document and examine practices of grave digging, burial ground maintenance and funerary curation of human remains over the past 300 years.

In addition to illuminating the understudied role of the living in construction of places of the dead, it is hoped that this study will contribute to a new evidence-base for contemporary debates about the heritage significance and long-term preservation of our historic cemeteries and enable a timely reflection on the long-term causes of, and potential solutions to, an impending crisis in availability of suitable burial space in England.

By working alongside the FBCA in this project we aim to generate research of value and significance to funerary practitioners and cemetery managers in addition to supporting the wider appreciation of the heritage significance of our funerary landscape. Our research findings will comprise the most focused and comprehensive academic evaluation of the processes and personalities that have influenced funerary provision in recent times.

17.00 Networking in Exhibition Area
-18.00

(All timings are approximate. Programme and speakers are subject to change)

**TUESDAY 12TH JUNE****09.15 NOx in the City**

Tony Brookes, BSc (Hons), Group Sales Manager, Facultatieve Technologies Ltd

Tony will be taking a look at what may be next on the horizon with regards to the future of abatement of cremator flue gas emissions.

9.45 The Cremation Industry – An All Encompassing Survey

Steve Gant, Crematoria Director & Simon Cox, Head of Insight and External Affairs, Dignity, and Tom Johnson, Director, Trajectory

Steve will talk about the industry in which we all work and the changes we are facing at an increasing speed. What has driven the change and how has that affected how we serve our clients? A wholesale survey of the industry has been conducted over many months by Trajectory, a specialist survey company, which has been commissioned by Crematorium and Memorial Group to show an independent view of what clients and funeral directors think of the crematoria in the UK.

Simon's short presentation will contextualise the background to the research that Tom Johnson, Managing Director of independent research agency Trajectory, will be presenting. A fast changing funeral industry where transparency simply means cost, no accounting for quality, or reference to what consumers want, or indeed understanding consumer needs.

Tom will report on the first consumer research into what the public values most with regard to cremations. It turns out that they most value a secluded moment at the crematorium and not to feel that they are on a cremation conveyor belt, with other people waiting to start their own service. Therefore, time per cremation service is vital.

Our original research will provide output from analysis from extensive qualitative and quantitative research conducted with both types of our consumers, the bereaved and funeral directors.

10.45 Refreshment Break in Exhibition Area**11.15 The Changing Face of a Profession – Funeral Directors in Modern Times**
Natalie McKail, Inspector of Funeral Directors, Scottish Government

Natalie will describe the current landscape for funeral directors in Scotland in relation to the introduction of a regulatory role and new legislative requirements. In addition she will provide an update on the current work of the Inspector of Funeral Directors and consider the next steps for regulation.

11.45 Cremation in Scotland

Robert Swanson QPM, Inspector of Crematoria Scotland, Scottish Government

The aim of this presentation is to inform delegates of the background on issues at Scottish crematoria which brought about significant changes including Robert's appointment as HM Inspector of Crematoria, and will include an update on matters currently being progressed.

Robert will also discuss the remit of his role and duties undertaken since his appointment in March 2015 including a summary of the various complaints and enquiries carried out, as well as the findings of inspections undertaken.

12.30 Buffet Lunch in Exhibition Area**14.00 Ministry of Justice Update**

Judith Bernstein, MA (Oxon), LLM, Joint Head of Coroners, Burials, Cremation and Inquiries Policy Team, Ministry of Justice

Judith will provide updates from the Ministry of Justice on coroner, burial and cremation law and policy.

14.45 The Funeral Discourse – Drivers of Change in Scotland

John Birrell, MA, LIB, BD, Bereavement Consultant, JohnBirrell Consultancy

Funerals are changing. Not just the music and the clothes, but how people think about the funeral. Yet there is widespread ignorance among the general public of what a funeral is, and of what it could be.

In Scotland over the last ten years there have been a range of developments around dying, death and bereavement which have impacted on our understanding of funerals. In this presentation John will look at the traditional funeral discourse and identify some of the drivers of change which are changing how we think about the funeral.

15.15 Refreshment Break in Exhibition Area**15.45 Presidents' Panel (1 hour session)**
Chaired by Harvey Thomas CBE**19.15 Pre-dinner Networking in Exhibition Area****19.45 Event Dinner**



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T H E L O N D O N C R E M A T I O N C O M P A N Y P L C

GOLD SPONSOR:

The London Cremation Company plc

The London Cremation Company plc is Great Britain's oldest cremation authority and its principal activities are carrying out cremations and providing memorials at its crematoria. It owns and operates crematoria at Woking, Surrey, Great Britain's first crematorium, its most famous at Golders Green in London, St Marylebone in London, Banbury in North Oxfordshire, the Garden of England in Sittingbourne, Kent and Thames View Crematorium in Gravesend, Kent. The ultimate parent undertaking is The Cremation Society of Great Britain and is the Company's controlling party.



STAND: F25A

SILVER SPONSOR:

Fraser and Fraser

As a firm of genealogists and international probate researchers, we truly understand the sensitivity that needs to be applied to issues such as tracing next-of-kin following a funeral. From the outset, we provide clarity regarding the process and costs involved, while at the same time providing you with the added security that all of your information is handled with strict confidentiality. Our reliable results are built upon comprehensive experience, having worked with the Public Sector since 1971.

We support all Public Sector departments that require assistance with tracing next-of-kin via a number of services, including:

- Free search for the next-of-kin
- A case report update within 24 hours
- An in-house broker division working with multiple insurance companies to provide Missing Beneficiary and Missing Will policies, secured at the best possible rates
- Asset and Will Search services
- Empty Property Assistance