



APPLICATION FORM FOR ORGANISATIONS APPLYING FOR GRANT AND DISCRETIONARY FUNDING AND FUNDING IN KIND FROM THE HIGHLAND COUNCIL – Over £10,000 – Common Good Funds

Name of Organisation:

New Start Highland

Name of Project or Activity Requiring Support:

Waste Not Want Not

Which of the Council's funding streams are you applying to?

(Please provide closing date details where applicable)

Common Good Fund

Is the amount you are applying for:

£5,000 or under

Under £10,000



£10,000 or over

Total amount applied for:

£ 15,000

Estimated cost of funding in kind applied for:

£ 0

Please detail what funding in kind has been applied for e.g. Council staff time, use of premises or equipment, waiving of fees or administration support

N/A

What type of organisation are you? (please tick all that apply)

Third Sector (voluntary or community) organisation		Community Council	
Registered Charity If yes – Registration number SC 029635	✓	Company Limited by Guarantee If yes – Company Number	
Other - please specify.....			

Please remember guidance to completing the application form is available [here](#). Appropriate links to the guidance are situated throughout the form: [This page](#)

For official use only			
Application reference number			

PART 1: ABOUT YOUR ACTIVITIES OR PROJECT

Guidance on completing part 1: ABOUT YOUR ACTIVITIES OR PROJECT

1.1 What is the name of your activity or project?

Waste Not Want Not

1.2 When will your activity or project take place? (specifically those for which you are seeking an award from The Highland Council)

Start date (month and year) 1st October 2015

End date (month and year) 30th September 2015

Location Recycling Centre, Henderson Drive, Inverness,
IV1 1TR

1.3 What activity or project do you want us to support?

For example:

- *Aims of the project and how you are going to do it*
- *Help with running costs or for a specific project or activity?*
- *Who will benefit*

Please note that the Council will be unable to provide any resources not specified on this form or supporting information.

Aim of Project

Our project aims to boost the delivery of furniture, household items and starter packs (pots, pans, cutlery, cleaning utensils, small electrical items etc.) to the poorest members of the Inverness area. We can achieve this by increasing the supply of goods which we receive via our facility which is part of the recycling centre in Inverness.

At present we collect approximately 70 tonnes per annum from the recycling centre. With assistance we believe this figure can be dramatically increased to up to 150 tonnes per year.

How we will achieve our aim

We will do this by employing a full time reuse champion who will work at the recycling centre. Our champion will engage with the general public to promote the benefits of reuse and recycling and educate visitors to the site on how they can play a part in improving life for many fellow Highlanders. Goods which would otherwise end up in landfill will be redirected to our warehouse to be repaired then reused in the community. Additionally our champion will interact with the public to provide details on how items can be reused, what the economic benefits for everyone of this process are, and who benefits from it.

We anticipate our champion will work in the recycling centre and complement the work of the existing staff. He/she will be present during the busiest times for donating and waste disposal in order to engage with the largest amount of people possible.

Our champion will also dissuade the general public from removing items from our container for the purposes of resale. This is an unfortunate practise which significantly reduces our ability to help people in need. The employment of a dedicated resource would all but eliminate this.

Assistance we require

We wish to ask the common good fund to fund the position of reuse champion for a period of one year. The total cost for this position will be £19,027 in year one, £18,113 in year two, and £18,464 in year three. We request the Common Good Fund make a contribution of £15,000 in year 1.

We would review the project after the end of year 1 to assess compliance with aims, and success in terms of the Key Performance Indicators we would put in place. Once the project has proven successful we would aim to apply for further funding in year 2.

Who will benefit

The beneficiaries of our work will be the most disadvantaged and poorest members of Inverness.

24 of the 44 (more than 50%) most deprived areas in the Highlands are within 3 miles of our facilities. The thousands of people who live in these communities will receive immediate and critical assistance as part of our furniture and household goods service. We could also cover the remaining 20 areas of deprivation, since we have ready access to these areas through our comprehensive supply chain.

The beneficiaries of our project exhibit multiple barriers to employment and progression. By fulfilling their most basic needs such as providing items which will allow them to cook, rest and sleep they can use these provisions as a stepping stone to a more prosperous future.

These crucial interventions will assist beneficiaries to engage in the important next steps of engaging with services such as training for employment and retaining and maintaining their tenancy. This will result in the poorest members of Inverness becoming contributors to their communities rather than simply recipients of never ending benefits.

The general public who use the site will benefit from our project. Through the education and advocacy which our champion will bring many people will be more inclined to donate household items for the benefit of people less fortunate than themselves.

There is material benefits for the environment in which we want to play a major role. Reducing waste using reuse as a model will contribute to the Highland Council's Carbon Clever initiative. This will promote our joint ambition to make Inverness a carbon neutral city by 2025.

Summary

Over the last 10 years we have provided over 21,000 furniture packs to people who are critically disadvantaged in the Highlands, the vast majority of which are based in

Inverness. With 103,706 households in the Highlands (Source: NRS & Highland Council Household Estimates 2012) this represents supplying furniture and starter packs to just over 2% of households every year.

Importantly unmet need in this area remains a persistent problem. We believe we could fulfil a further 50% of unmet need if we received this support which would boost the use of reused and recycled furniture and household items.

Recent welfare reforms will only compound the challenges faced by the poorest members of the Inverness community. Additionally we recognise the persistent financial pressure Highland Council is under given the present macro-economic conditions. Our proposal assists every stakeholder. It helps alleviate poverty, reduces the environmental burden (which lowers landfill costs) and, crucially, cuts high, often unnecessary spend on future support services because preventative measures have been taken at an early stage.

Highland Council estimate 174,000 tonnes of goods are diverted to landfill each year. Only a fraction of this total is currently diverted through reuse. Our aim is to contribute to a much more significant increase in reused materials.

1.4 Does your activity or project involve building or landscaping work?

Yes No

If yes please answer both a) and b) below.

a) Does your organisation (Please tick):
Have ownership of the land or building

Yes No

OR

Hold at lease of at least 5 years that cannot be ended by the landlord?

Yes No

b) Is planning permission needed for your project? Tick one option below.

Planning permission not required ✓

Planning permission required and has been granted

1.5 Please tell us how your project or activity will help the Council to meet its Public Sector Equality Duty to:

- Get rid of unlawful discrimination, harassment and victimisation;
 - Make sure that people from different groups* are treated fairly and have equal chances to use services and that there is more equality between groups*;
 - Make sure that people from different groups* get on together.
- *Groups are people who have "protected characteristics" in the Equality Act: age, gender reassignment, pregnancy and maternity, religion or belief, sexual orientation, disability, marriage and civil partnership, race and sex.

For example are people with protected characteristics likely to face barriers; how you intend to tackle these barriers; does your project promote inclusion?

The participants of our scheme, in other words the team which deliver our service, commonly reflect key characteristics which positively promote equality as an intrinsic way in which we operate.

50% of our drivers have come from a background of deprivation. Having initially engaged in our training for employment programs they have gone on to long term, sustainable employment with us.

76% of our warehouse staff has experienced multiple barriers to employment. Without our unique furniture and household goods provision they would have little prospect of access to training and future employment.

We possess an active equality policy which is strictly adhered to. We are strongly non-discriminatory, and we reinforce this through our values. Our staff meetings, both operational and managerial, include sessions where we discuss our values and why they are important. Every employee, trainer, and volunteer is included in the delivery of this policy and as a result we can eliminate barriers before they occur.

1.6 Where relevant and appropriate please describe any contribution your project may make towards promotion of the Gaelic language?

Not applicable

1.7 Please tell us if you have spoken to anyone about your application for advice and support – e.g. Local Highland Council Elected Member, Community Council Member, Council Staff, local Council for Voluntary Service (CVS) – If yes, please provide details:

Yes. We have talked to William Gilfillan, Director of Community Services. We have explained the project to him, coupled to the benefits and wider positive implications in the context of how New Start Highland can deliver services which alleviate poverty.

1.8 Please tell us about any funding in kind you are seeking from the Council:

Detail i.e. premises, facilities, staff time, waiving of fees	Estimated value
N/A	

Reuse Champion at CA Site

<u>Point</u>	<u>Expenditure</u>	<u>Year 1</u>	<u>Description</u>
1	Recruitment Advertising	£600	Newspaper Ad to advertise post in 3 Highland newspapers
2	Salary and employment costs	£15,281	Salary based on 35hrs/wk at living wage of £7.85 per hour
3	Marketing Materials to promote reuse	£740	Split between £240 for flyers and £500 on leafleting
4	Onsite signage	£500	Improved signs indicating drop off point and reuse benefits
5	PPE (Protective Clothing)	£200	Self explanatory
6	Mobile Phone	£300	To communicate activity with warehouse in Carsegate Road North.
7	Training	£500	Manual Handling, First Aid, Forklift training to be delivered.
8	Management Fee	£906	Cost of managing and delivering the project from start to year end.
	<u>Direct Costs as per role</u>	<u>£19,027</u>	
9	Vehicle Costs (Trips to and from CA Site)	£3,900	Three trips per week at a cost of £26 each, over 50 weeks.
10	Salary and employment costs	£3,532	Apportionment of costs of a team to empty CA site as per criteria in point 9.
11	Administration costs	£368	Annual charge for processing/managing all data relating to project
	<u>Direct Costs as per activity</u>	<u>£7,800</u>	
	<u>Total Costs</u>	<u>£26,827</u>	
12	Common Goods Funding	(£15,000)	Funding application made for year 1
	<u>Total Costs to New Start Highland</u>	<u>£11,827</u>	

1.9 Please provide a breakdown of how much will your activities/project will cost and how much Funding you are applying for from The Highland Council:

Item/Activity	Breakdown of Total Costs £	Year 1 £	Year 2* £	Year 3* £	Total £
Staffing	Salary	£14,287	£14,573	£14,864	£43,724
	National Insurance	£ 852	£ 892	£ 932	£ 2,676
	Pension Contribution	£ 142	£ 146	£ 149	£ 437
Recruitment	Recruitment Advertisement	£ 600			£ 600
Marketing	Flyers	£ 240	£ 240	£ 240	£ 720
	Promotional Material	£ 500	£ 500	£ 500	£ 1,500
Signage	Onsite signs	£ 500			£ 500
Other Costs	PPE (Protective Clothing)	£ 200	£ 200	£ 200	£ 600
	Telephone	£ 300	£ 200	£ 200	£ 700
	Training	£ 500	£ 500	£ 500	£ 500
Management Fee	5% of funding request	£ 906	£ 862	£ 879	£ 2,647
Total Project Cost £		£19,027	£18,113	£18,464	£55,604
Total Funding Request £		£15,000	£0	£0	£15,000

1.10 **Other funding relating to this project** Please include other funders and own resources and income. Continue on separate sheet if required.

Organisation and status of application	Year 1 £	Year 2* £	Year 3* £	Total £
New Start Highland (Cost of picking goods up and redistributing them From recycling centre)	£7,800	£7,800	£7,800	£23,400
Successful ✓				
Totals	£7,800	£7,800	£7,800	£23,400

*See guidance notes for specific funding stream to see if you are able to apply for more than one year of funding.

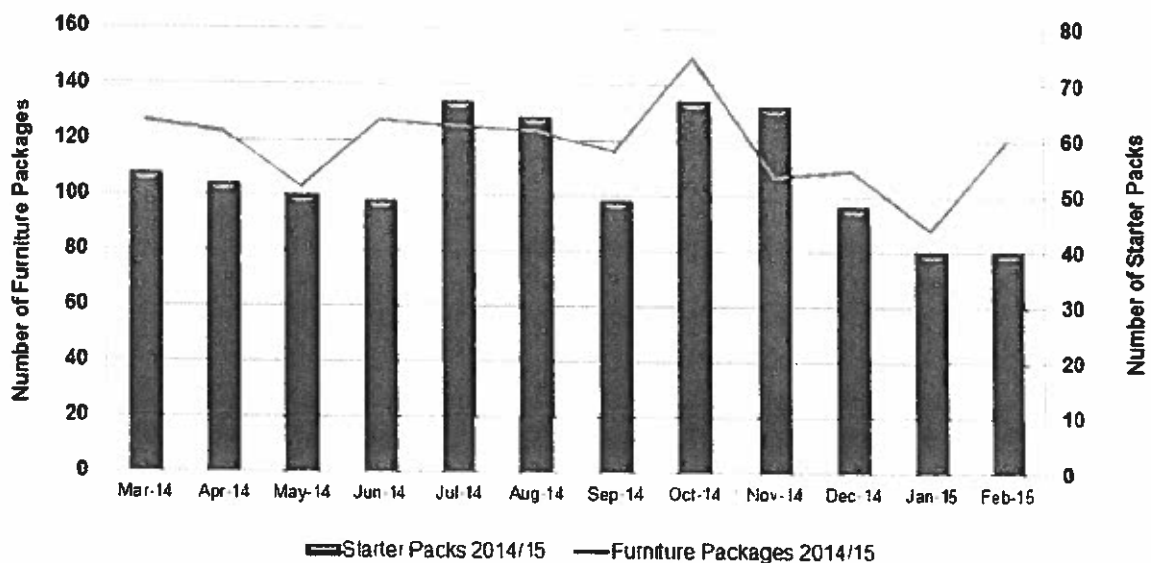
- 1.11 Please tell us how you know that there is a need for this activity or project and how your approach will meet this need. This might include:
- Community support for your project (e.g. surveys, etc.)
 - Statistics which show the need for your project (e.g. unemployment figures, crime statistics)
 - Evidence from similar projects which shows that they have worked (e.g. research from elsewhere or evaluations of previous local work)

We work with a large circle of partner agencies to identify people in poverty who need to use our furniture and starter pack service. Working collaboratively, we have been able to supply much needed items to families who lack the most basic of possessions. These partner agencies include the following:

NHS Highland, CrossReach, Birchwood Highland, Leonard Cheshire, Citizens Advice Bureau, Womens Aid, Salvation Army, Social Work Services, Community Mental Health Service, Action for Children, GP's, Calman Trust, Highland Homeless Trust.

The graph below illustrates the demand we have been able to satisfy over the past year. By diverting unwanted furniture and household items from landfill we have delivered 1,400 furniture packs and 650 starter packs to the Highland's poorest citizens, the vast majority of whom were living in Inverness. Our experience informs us that the level of unmet need is running at 50% higher than what we have been able to achieve.

Deliveries of Essential Furniture & Starter Packs 2013/14 v 2014/15



The April 2015 unemployment Digest, published by Highlands & Islands Enterprise Research and Economic team, described 4,389 people as unemployed, of which 1,530 (35%) were long term unemployed. Our furniture and starter pack service help people who are suffering from these problems. Please note these figures do not include recipients of Universal Credit, which was introduced in Inverness during April 2013, therefore the unemployment figures will be understated.

The Scottish Neighbourhood statistics, published by Scottish Government shows the increase in deprivation exhibited by some of our most fragile communities. For example, out of 6,505 areas in the study:-

Inverness Merkinch was ranked 77 in the SIMD (Scottish Index of Multiple Deprivation) in 2004. In the most recent study it was now ranked 32nd, a 58% decline.

Our services support the path out of deprivation, a path which is clearly needed judging by the declining figures illustrated above.

- 1.12 Is this a new or additional activity or project? – Project which will lead to additional activity

If yes, what change will your activities or project make in your community?

Our activity will increase our capacity to deliver recycled furniture packs and household items to a greater number of people in the Highlands.

With an increased provision we will be able to deliver our service to a larger quantity of recipients in the key areas of deprivation which are situated in Inverness.

It will also allow us to increase the opportunities for people who have faced difficulty in receiving training for employment. Greater volumes of reusable goods will produce a greater need for repair and distribution activities such as warehousing, logistics, electrical and carpentry repairs, and painting and decorating. All these disciplines are performed in our facilities and are essential for attracting people from the most difficult backgrounds back in to employment.

If No, how has your activities or project been funded in the last three years?

- 1.13 Please tell us how you will know that your activities or project is working and that you are benefiting your community. You only need to provide targets for the years in which your project will operate. See the detailed guidance for examples of targets.

How you will know you have made the change?		
Year 1 Measurable Outcome	Year 2 Measurable Outcome	Year 3 Measurable Outcome
Volume of goods generated will be counted and recorded	Volume of goods generated will be counted and recorded	Volume of goods generated will be counted and recorded
Number of recipients of furniture packs will be measured	Number of recipients of furniture packs will be measured	Number of recipients of furniture packs will be measured
Number of donators will be measured and recorded	Number of donators will be measured and recorded	Number of donators will be measured and recorded

- 1.14 If it is intended that this activity or project continue beyond the period of Council support, how will it be funded?

By the end of year 3 we anticipate the increased levels in activity will create a self-financing position.

This is the model we have used to subsidise the delivery of vital support services throughout Inverness and the Highland's.

PART 3: ABOUT YOUR ORGANISATION

Guidance on completing part 3: ABOUT YOUR ORGANISATION

3.1 What is your organisation's name and address?

Organisation name

New Start Highland

Organisation address

9 Carsegate Road North
Inverness

Postcode IV3 8DU

Website

www.newstarhighland.org

Council Ward (see guidance note to clarify which Council Ward the project or activity will cover)

Inverness Central : This is where our main operation is located.

Please note that this project, although focused in Inverness, will positively impact all other 21 council wards because furniture and starter packs will be distributed throughout the Highlands.

Does the main contact have any communication needs? E.g. textphone, sign language, large print? YES NO

If yes, what are they? (maximum 20 words)

3.3

- a) When did your organisation start? November 2000
- b) What geographic areas and/or communities of interest (e.g. Young people, people with disabilities, older people, people from an ethnic minority background) does your organisation cover?

Geographical area – All mainland Highland region, but in particular Inverness.

Communities of Interest – Young people, Older people, People who have been long term unemployed, People who have suffered from addictions, People who have suffered offending behaviours, People with disabilities, People from an ethnic minority background, People suffering poverty

- c) Is there any restriction on who can join your organisation?
Yes No If yes, what are they and why do you have them?

- d) How many people are on your governing body or management committee? 5
- e) Are there Highland Council Elected Members or Officers or Community Councillors on or attending your Management Committee or Board? *(please note that this will not affect your application)*
Yes No

If yes, please provide names:

Highland Council Elected Members	Role i.e. Office Bearer, Voting Member, Ex-official / advisory, other

Community Councillors	Role i.e. Office Bearer, Voting Member, Ex-official, other

Council Officers	Role i.e. Office Bearer, Voting Member, Ex-official, other

3.4 Does or has your organisation receive(d) any other funding from The Highland Council? Please provide information relating to Council funding for the last 3 years:

Yes



No

If yes –

a) What is/was it for, and from which Service or Ward budget was it provided?

Year 1:	Match funding ESF Training program Hawthorn Gardening Project
Year 2:	Match funding ESF Training program
Year 3:	Match Funding ESF Training program

b) How much funding do/did you receive?

Year 1:	£70,050 £12,500
Year 2:	£58,998
Year 3:	£117,996

c) Estimated value of existing funding in kind, and from which Service or Ward budget was/is it provided?

Year 1:	N/A
Year 2:	N/A
Year 3:	N/A

This supplementary information will assist in helping you understand the support we provide for people suffering crisis, poverty and challenge in their lives. It will show why the work we do is extremely important in meeting our collaborative aims of eliminating poverty and helping to build better lives for the people of Inverness.

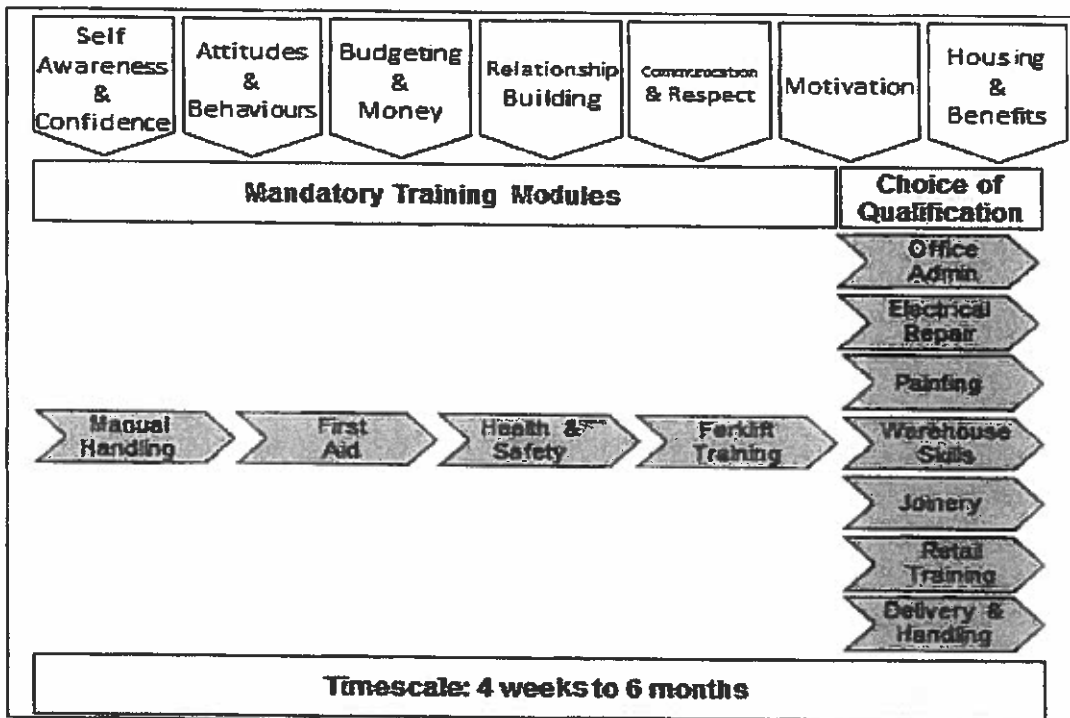
How we assist people in poverty - Our Training Program

Our training program has been designed to assist participants who, typically, exhibit multiple barriers to employment. These participants represent some of the most difficult cases in society because of their constraints. However we are experienced in dealing with this, and our training program is continually adapting to meet this challenge.

Our training and support program is comprehensive, yet flexible. The time frame on which we deliver the program can stretch from several weeks to many months. People can take a very long time to overcome their challenges. Our program recognises this.

Table 1.0 is a graphic illustration of how our training model operates. It is unique in its approach. It has resulted in hundreds of people exiting crisis and challenge to reaching employment.

Table 1.0



The model is designed to reflect five key features. These are:

1. Each participant engages in a comprehensive induction process. At this stage we explore the barriers to employment which each participant exhibits as well as establishing the soft skills which are required to create success. After this stage each participant receives a unique, individual training plan.
2. There are four mandatory training modules which all participants must take part in and pass. These are manual handling, first aid, health & safety and forklift training. These give our participants an opportunity to gain a qualification (often the first qualifications they have ever received), and a valuable insight in to what it is like to contribute in a work based environment.
3. Following the four mandatory modules each participant can choose in which direction they make take their training. This gives participants a sense of empowerment and a feeling they can start to become the owner of their own future. Our options are all industry recognised through the SQA (Scottish Qualifications Authority) system. There are seven modules to choose from: office administration, electrical repair, painting, warehouse skills, joinery, retail, and delivery & handling. Participants can spend a number of months developing their skills in their chosen field. Once this has been achieved they can be deemed to have the hard skills necessary to approach employment or further learning.
4. Running alongside the development of skills and qualifications is the modules along the top of the model. They reflect the soft skills needed by everyone to interact positively with each other, future employers and the wider community. These are perhaps the most important part of our training because it is the support and delivery we offer to participants through these modules which will mean they can change their behaviours; behaviours which were previously seen as major barriers to employment.

These modules are delivered predominantly in a work based environment. For example, if a participant has an interest in developing their career by becoming a painter and decorator we will help them develop their self-confidence and positive attitudes and behaviours whilst they learn the skills needed. In this way they learn to demonstrate excellent attitudes and practise great behaviours whilst at the same time seeing their skills improve. It is this approach which we find works extremely well and is unique to New Start Highland.

The modules are wide ranging and their delivery is flexible in terms of both time and concentration. Our trainers are fully aware of the varying speeds of travel our participants demonstrate through the process, and can tailor their needs appropriately. For the avoidance of doubt the modules are: self-awareness & confidence, attitudes & behaviours, budgeting & money, relationship building, communication & respect, motivation, and housing & benefits.

5. The time spent by each participant in our program is extremely important to recognise. Many of our participants arrive with a desire to change, but little experience or knowledge about how this change will be achieved. Simply being part of program can be a daunting prospect for them. Therefore it is vital that each participant is made to feel part of a supportive organisation and that the pressure to succeed is not an overbearing feature. Because of the nature of the problems our participants have faced in the past this process can take months to turn around. Therefore the timescales on which we work can be varied and long.

Our training program is supported by a team of experienced and talented trainers. We have seven in total who are all qualified in their fields of practice. Each trainer delivers their specific modules, but moreover they all contribute to developing the soft skills needed by our participants.

Our trainers are supported by a Liaison Officer who co-ordinates all the activity which directs participants in to our training program. Our Liaison Officer works closely with partner agencies to ensure we identify and source participants whilst addressing any particular needs they may have prior to their training commencing.

Our Life & Integration coach supports the training team by co-ordinating the activity which leads our participants to employment and beyond. This involves working with prospective employers throughout the region to develop employment opportunities, getting participants into work, and supporting participants through the vital first six months of their job.

The training program is overseen by our Training Manager who makes sure we have the appropriate level of resources, reporting, experience and practises in place to ensure the program delivers the expected outcomes.

How we help people in poverty - Support Offered

Housing Support

We offer additional support through our Housing Support service.

Our Housing Support team is accredited to the highest possible level by the Care Inspectorate. For the past two years they have received a perfect rating, with a score of six in all five categories.

The support they offer ensures our participants can either be assisted to obtain or maintain a tenancy. Additionally they provide vital assistance by:

- a. Providing advice to participants on how to maintain the safety and security of their residence.
- b. Helping to settle into and maintain their home. (The Housing Support team achieve this by working with our Furniture and Starter Pack service).
- c. Assisting with budgeting and payments for tenancies.
- d. Showing how participants gain access to community services such as health and social services.
- e. Identifying access to community and leisure facilities.
- f. Providing access to translation services where appropriate.
- g. Supporting the building of social networks.

Furniture & Starter Pack Service

We offer our participants the opportunity to furnish their tenancies using furniture and starter packs.

The vast majority of our participants live in a climate of poverty. This means their homes are ill equipped to deal with their development and reintegration back into society. Commonly their tenancies have little furnishings and lack the most basic amenities such as washing machines, fridges, cookers and heaters. They also lack simple utensils such as pots & pans, cutlery and linen.

Our furniture service provides packs which may include beds, sofas and chairs, tables, cupboards and chest of drawers, curtains and carpets. Our starter pack service provides smaller items such as the pots & pans, cutlery, linen mentioned previously. We can furnish our participants homes to a level which allows them to stop worrying about living simply from day to day. They are then free to concentrate their efforts on developing their soft and hard skills through our training program. This will ultimately lead to employment and a much more positive outlook to life for them.

As stated in the application which we submitted we have supplied 1,450 furniture packs and 650 starter packs in the last twelve months.

By ensuring our training team, furniture & starter pack service and housing support team work together we offer a joined up approach which benefits our participants by meeting their unmet need in many different areas.

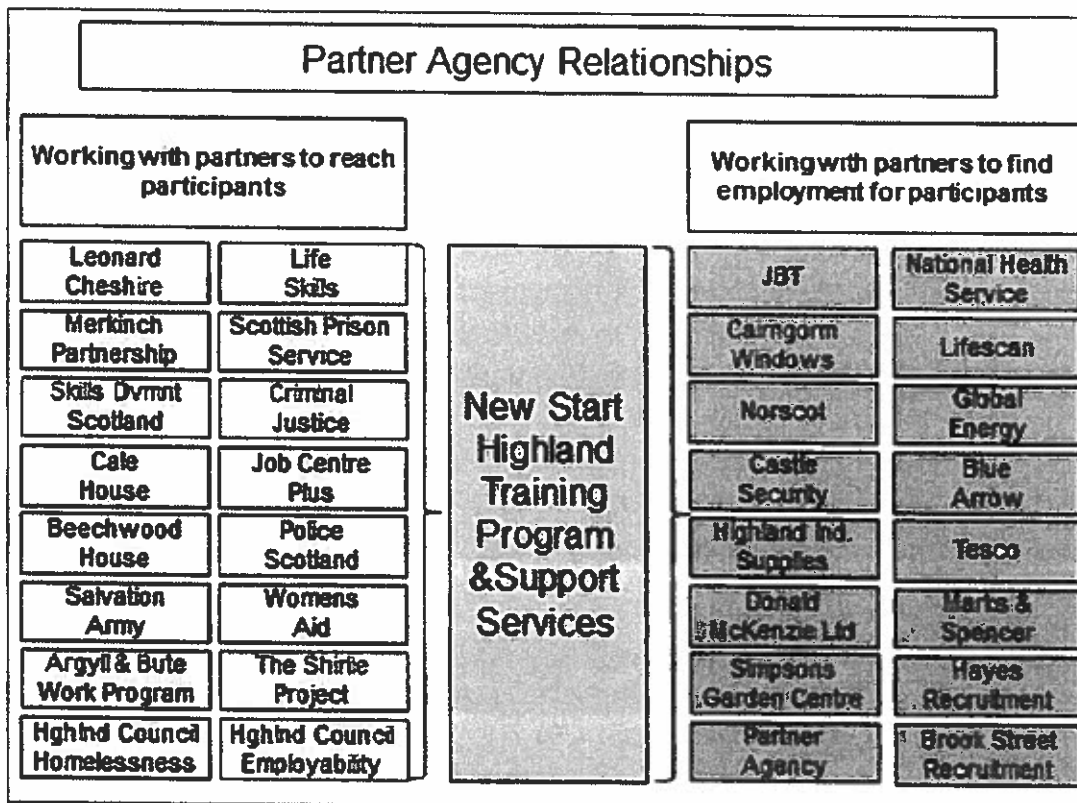
It is this holistic approach, all achieved under one roof, which is unique to New Start Highland and provides the best possible opportunities for our participants.

How we help people in poverty - Working with Partner Agencies

We work with two distinct groups of partner agencies. The first group of partners work collaboratively to identify participants and help them in to our training program. The second group of partner agencies work with us to assist us to place participants into employment.

The following model shows how we structure our organisation so that we maximise the opportunities for our participants.

Table 2.0



The partners who help us reach participants cover a wide range of areas. We work with regional social services in the Highland Council to identify people suffering either homelessness or severe challenge and crisis. Similarly we play a prominent role within Job Centre Plus by actively promoting our training and support program to those who may need it most.

We also have an active training program with the Scottish Prison Service and Police Scotland. Offenders who are reintegrating into the community from HMP Inverness are referred to us. We work with them to create a comprehensive training plan which result in participants avoid reoffending in the future and lead to them gaining a tenancy and job.

Other partner agencies such as Leonard Cheshire and Beechwood House have specific skills which means we can work together to achieve great outcomes. For example, Leonard Cheshire specialises in working with people with disabilities. Together we create training and support plans for participants who have a desire to live independently and contribute economically, irrespective of their support needs. In this way we achieve positive outcomes through a collaborative approach.

It is essential that we balance the need for participants to enter our program with employment opportunities once they have completed their time with us. To this end we work with local businesses and organisations to identify employment opportunities as they arise. By operating this way we prepare our participants for applications and interviews in the best way possible.

These businesses are varied in nature and reflect the changing demands of the local economy. We make sure we keep close attention on what the local economy needs in terms of workforce. It can be seen from the model we include private businesses such as Lifescan (pharmaceuticals) and Global Energy (oil services) as well as regional employers (National Health Service) and recruitments agencies (Hayes, Brook Street) to make sure we cover all areas of the job market. This approach has resulted in more than 300 people from the most deprived areas of the Highlands gaining full time, sustainable employment over the past few years.

New Start Highland
(A company limited by guarantee)

Charity Statement of financial activities
(incorporating the income and expenditure account)

For the year ended 31 March 2014

	Notes	Unrestricted funds £	Restricted funds £	2014 Total £	2013 Total £
Incoming resources					
Incoming resources from generating funds:					
Voluntary income		42,981	3,832	46,813	55,075
Activities for generating funds:					
Charity operations	3	47,480	91,268	138,748	184,691
Investment income	5	1,461	-	1,461	3,058
Incoming resources from charitable activities	6	6,792	1,063,780	1,070,572	940,365
Total incoming resources		98,714	1,158,880	1,257,594	1,183,189
Resources expended					
Costs of generating funds:					
Fundraising trading:					
cost of goods sold and other costs	7	-	283	283	20
Charitable activities	8	138,405	1,036,209	1,174,614	1,175,594
Governance costs	10	8,100	-	8,100	6,800
Total resources expended		146,505	1,036,492	1,182,997	1,182,414
Net incoming/(outgoing) resources before transfers		(47,791)	122,388	74,597	775
Transfer between funds		58	(58)	-	-
Net incoming/(outgoing) resources for the year / Net income/(expenditure) for the year		(47,733)	122,330	74,597	775
Total funds brought forward		729,423	1,516,771	2,246,194	2,245,419
Total funds carried forward		681,690	1,639,101	2,320,791	2,246,194

The notes on pages 14 to 27 form an integral part of these financial statements.

New Start Highland
(A company limited by guarantee)

Consolidated statement of financial activities
(Incorporating the Income and expenditure account)

For the year ended 31 March 2014

	Notes	Unrestricted funds £	Restricted funds £	2014 Total £	2013 Total £
Incoming resources					
Incoming resources from generating funds:					
Voluntary income	2	10,192	3,832	14,024	7,299
Activities for generating funds:					
Charity operations	3	47,480	91,268	138,748	184,691
Commercial trading operations	4	665,392	-	665,392	582,162
Investment income	5	1,461	-	1,461	3,058
Incoming resources from charitable activities	6	6,792	1,063,780	1,070,572	940,365
Total incoming resources		731,317	1,158,880	1,890,197	1,717,575
Resources expended					
Costs of generating funds:					
Commercial trading operations	4	632,603	-	632,603	534,386
Fundraising trading:					
cost of goods sold and other costs	7	-	283	283	20
Charitable activities	8	138,405	1,036,209	1,174,614	1,175,594
Governance costs	10	8,100	-	8,100	6,800
Total resources expended		779,108	1,036,492	1,815,600	1,716,800
Net incoming/(outgoing) resources before transfers		(47,791)	122,388	74,597	775
Transfer between funds		58	(58)	-	-
Net incoming/(outgoing) resources for the year / Net income/(expenditure) for the year		(47,733)	122,330	74,597	775
Total funds brought forward		729,423	1,516,771	2,246,194	2,245,419
Total funds carried forward		681,690	1,639,101	2,320,791	2,246,194

The notes on pages 14 to 27 form an integral part of these financial statements.

New Start Highland
(A company limited by guarantee)
Consolidated Balance sheet
as at 31 March 2014

	Notes	Group 2014 £	Group 2013 £	Charity 2014 £	Charity 2013 £
Fixed assets					
Tangible assets	18	1,789,950	1,788,163	1,789,950	1,788,163
Investments	19	-	-	1	1
		<u>1,789,950</u>	<u>1,788,163</u>	<u>1,789,951</u>	<u>1,788,164</u>
Current assets					
Stocks		36,959	25,509	-	-
Debtors	20	384,343	325,558	624,355	511,194
Cash at bank and in hand		553,997	414,219	323,375	240,496
		<u>975,299</u>	<u>765,286</u>	<u>947,730</u>	<u>751,690</u>
Creditors: amounts falling due within one year	21	(319,435)	(163,883)	(291,867)	(150,288)
Net current assets		<u>655,864</u>	<u>601,403</u>	<u>655,863</u>	<u>601,402</u>
Total assets less current liabilities		<u>2,445,814</u>	<u>2,389,566</u>	<u>2,445,814</u>	<u>2,389,566</u>
Creditors: amounts falling due after more than one year	22	(125,023)	(143,372)	(125,023)	(143,372)
Net assets		<u>2,320,791</u>	<u>2,246,194</u>	<u>2,320,791</u>	<u>2,246,194</u>
Funds	23				
Unrestricted funds	24	681,690	729,423	681,690	729,423
Restricted funds	25	1,639,101	1,516,771	1,639,101	1,516,771
Total funds		<u>2,320,791</u>	<u>2,246,194</u>	<u>2,320,791</u>	<u>2,246,194</u>

The trustees have prepared group accounts in accordance with section 399 of the Companies Act and Schedule 6 of the Charities Accounts (Scotland) Regulations 2006 (as amended). These accounts are prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small companies and in accordance with the Financial Reporting Standard for Smaller Entities (effective April 2008).

The financial statements were approved by the board on 25 August 2014 and signed on its behalf by

JOHN WATT
 Director
 Company number: SC213206

The notes on pages 14 to 27 form an integral part of these financial statements.



APPLICATION FORM FOR ORGANISATIONS APPLYING FOR GRANT AND DISCRETIONARY FUNDING AND FUNDING IN KIND FROM THE HIGHLAND COUNCIL – Over £10,000 – Common Good Funds

Name of Organisation:

NHS Highland on behalf of the consortium of Scottish School of Rural Health and Wellbeing (SSRH&W), the University of Aberdeen, the Institute of Remote Healthcare (IRHC), the Royal College of Surgeons of Edinburgh (RCSE), the University of the Highlands and Islands and NHS Highland.

Name of Project or Activity Requiring Support:

International conference on Innovation in Remote Healthcare, Inverness, 23-24 May 2016

Which of the Council's funding streams are you applying to?

(Please provide closing date details where applicable)

Inverness Common Good Fund - Subvention Fund

Is the amount you are applying for:

£10,000 or over

Total amount applied for: £12,000

Estimated cost of funding in kind applied for: £N/A

Please detail what funding in kind has been applied for e.g. Council staff time, use of premises or equipment, waiving of fees or administration support

N/A

What type of organisation are you? (please tick all that apply)

Third Sector (voluntary or community) organisation	<input type="checkbox"/>	Community Council	<input type="checkbox"/>
Registered Charity If yes – Registration number	<input type="checkbox"/>	Company Limited by Guarantee If yes – Company Number	<input type="checkbox"/>
Other - NHS Highland on behalf of NHS Highland, University of Aberdeen (Charity SC013683), Institute of Rural Health Care (IRHC) UHI, Scottish School of Rural Health and Wellbeing (SSRH&W), Royal College of Surgeons Edinburgh (RCSE)			

PART 1: ABOUT YOUR ACTIVITIES OR PROJECT

Guidance on completing part 1: ABOUT YOUR ACTIVITIES OR PROJECT

1.1 What is the name of your activity or project?

**International conference on Innovation in Remote Healthcare, Inverness,
23-24 May 2016**

1.2 When will your activity or project take place? (specifically those for which you are seeking an award from The Highland Council)

Start date: 23 May 2016

End date: 24 May 2016

Location: Inverness (Venue: Eden Court, Gala Dinner: Kingsmills Hotel)

1.3 What activity or project do you want us to support?

For example..

- *Aims of the project and how you are going to do it*
- *Help with running costs or for a specific project or activity?*
- *Who will benefit*

Please note that the Council will be unable to provide any resources not specified on this form or supporting information.

We hope that the Inverness Common Good Fund can support us with a per delegate figure to assist in the payment of a conference organiser.

The Conference aims to share knowledge about Innovative solutions to problems in delivery of Remote Healthcare with the following themes as a basis :

- Technology in remote healthcare
- Remote healthcare support
- Remote education

Delegate demographics (est 400):

International delegate groups including health providers in:

- Government decision makers (health services)
- The Military
- Public safety agencies
- The Oil and Gas industry
- International NGOs
- Health Services more generally (practitioners, service managers and technologists)
- Ambulance personnel
- Search and Rescue Services

This is a one-off event; in addition to attracting international delegates the event will provide a networking occasion for local health professionals and an opportunity to share innovation in this vital key area of rural health.

In the Highland Council area the delivery of a large two day international conference will support the local economy and raise the profile of Scotland (and Highland in particular) as a conference destination.

Accommodation will be required for the majority of delegates, again aiding the local economy. We anticipate 75% of the delegates will need accommodation generating around £20K in accommodation revenue alone.

The central venue ensures that delegates will use the Inverness facilities, shops and restaurants. Visit Scotland hope to encourage delegates to visit local traders by putting together a package of offers (Business Extender for Inverness).

Approximately 50% of delegates are expected to come from outwith the Highland Region.

As a result of the conference we anticipate that there will be potential for further research collaborations which will attract funding to benefit the co-hosts and the Highland area.

The calculated economic impact of the conference is 400 delegates x 2 days x £516 multiplier = £412,800.

1.4 Does your activity or project involve building or landscaping work?

No

If yes please answer both a) and b) below.

a) Does your organisation (Please tick):
Have ownership of the land or building

Yes No

OR

Hold at lease of at least 5 years that cannot be ended by the landlord?

Yes No

b) Is planning permission needed for your project? Tick one option below.

Planning permission not required

Planning permission required and has been granted

1.5 Please tell us how your project or activity will help the Council to meet its Public Sector Equality Duty to:

- Get rid of unlawful discrimination, harassment and victimisation;
- Make sure that people from different groups* are treated fairly and have equal chances to use services and that there is more equality between groups*;
- Make sure that people from different groups* get on together.

*Groups are people who have "protected characteristics" in the Equality Act: age, gender reassignment, pregnancy and maternity, religion or belief, sexual orientation, disability, marriage and civil partnership, race and sex.

For example are people with protected characteristics likely to face barriers; how you intend to tackle these barriers; does your project promote inclusion?

The venue, Eden Court, assure us that they are fully DDA compliant. Any individual may attend the conference without discrimination
 We propose that the conference be delivered in English, possibly with signing.

1.6 Where relevant and appropriate please describe any contribution your project may make towards promotion of the Gaelic language?

It is unlikely that there will be specific promotion of the Gaelic language from this conference. However, where appropriate, we will include information in Gaelic in the conference brochure.

1.7 Please tell us if you have spoken to anyone about your application for advice and support – e.g. Local Highland Council Elected Member, Community Council Member, Council Staff, local Council for Voluntary Service (CVS) – If yes, please provide details:

We have spoken to Visit Scotland.

1.8 Please tell us about any funding in kind you are seeking from the Council:

Detail i.e. premises, facilities, staff time, waiving of fees	Estimated value
N/A	

1.9 Please provide a breakdown of how much will your activities/project will cost and how much Funding you are applying for from The Highland Council: see Budget spreadsheet

Item/Activity	Breakdown of Total Costs £	Year 1 £	Year 2* £	Year 3* £	Total £
Staffing	N/A				
Other Costs e.g. property costs, transport, equipment, insurance, marketing Estimates	Hire of venue Catering at venue Speaker fees Speaker travel and accommodation AV costs, Wi-Fi Gala Dinner Gala Dinner - entertainment- possibly live band? Gala Dinner - bus to/from venue? Conference organising company (estimate) Payments to Abstract and Poster reviewers Delegate packs/bags Conference brochure Marketing Postages/Paper Sign language costs - if signing used (H Council need an indication that we are not discriminating against anyone so this might help?) Website - set up and manage Insurance?	17400 8000 2400 10000 3000 18000 2500 500 40000 1200 1000 3000 3500 500 500 0 1000			
Total Project Cost £		112,500			
Total Funding Request £		12,000			

1.10 **Other funding relating to this project** Please include other funders and own resources and income. Continue on separate sheet if required.

Organisation and status of application	Year 1 £	Year 2* £	Year 3* £	Total £
Application to be made for match funding from Visit Scotland	12,000			
Delegate Registration fees estimated	84,500			
Exhibitor payments (estimated)	4,000			
Successful <input type="checkbox"/> Unsuccessful <input type="checkbox"/> Awaiting Decision <input type="checkbox"/>				
Totals	100,500			

*See guidance notes for specific funding stream to see if you are able to apply for more than one year of funding.

- 1.11 Please tell us how you know that there is a need for this activity or project and how your approach will meet this need. This might include:
- Community support for your project (e.g. surveys, etc.)
 - Statistics which show the need for your project (e.g. unemployment figures, crime statistics)
 - Evidence from similar projects which shows that they have worked (e.g. research from elsewhere or evaluations of previous local work)

Much of the research the Centre for Rural Health (CRH) is undertaking, alone or in collaboration with other organisations, is in the field of telehealth and services to improve the health care of those in remote and rural areas. In such areas access to physical services can be difficult and, in some case, life threatening. Innovative technology will help get those services into the remote and rural communities in the area.

Health statistics show that those in remote and rural areas can be disadvantaged by not having access to specialist health services in their locale.

- 1.12 Is this a new or additional activity or project? – Yes

If yes, what change will your activities or project make in your community?

Remote healthcare innovation is vital in an area such as the Highlands and Islands of Scotland (and also in many other areas around the world). We envisage that the conference will fuel innovation in this field.

If No, how has your activities or project been funded in the last three years?

N/A.

1.13 Please tell us how you will know that your activities or project is working and that you are benefiting your community. You only need to provide targets for the years in which your project will operate. See the detailed guidance for examples of targets.

How you will know you have made the change?		
Year 1 Measurable Outcome	Year 2 Measurable Outcome	Year 3 Measurable Outcome
Numbers of delegates	N/A	N/A
Delegate feedback	N/A	N/A

1.14 If it is intended that this activity or project continue beyond the period of Council support, how will it be funded?

N/A

PART 3: ABOUT YOUR ORGANISATION

Guidance on completing part 3: ABOUT YOUR ORGANISATION

3.1 What is your organisation's name and address?

Organisation name

International conference on Innovation in Remote Healthcare

Organisation address

NHS Highland (On behalf of the Co-Hosts)
Assynt House,
Beechwood Pk,
Inverness
IV2 3BW

Website

Under Construction

Council Ward (see guidance note to clarify which Council Ward the project or activity will cover)

All

3.2 Who is the main contact for this application? (They must have a good knowledge of the organisation and this application)

If yes, what are they? (maximum 20 words)

N/A

3.3 a) When did your organisation start?

Co-Host MoU is attached. Consortium set up in Dec 2014 for the purpose of organising this event only

b) What geographic areas and/or communities of interest (e.g. Young people, people with disabilities, older people, people from an ethnic minority background) does your organisation cover?

Consortium represents rural communities interests, remote and rural healthcare, research, clinicians and surgeons, healthcare generally

c) Is there any restriction on who can join your organisation?

No If yes, what are they and why do you have them?

Please note that this consortium is itself set up only for the purposes of organising this event therefore this question does not really apply.

d) How many people are on your governing body or management committee? Max 10 on organising committee

e) Are there Highland Council Elected Members or Officers or Community Councillors on or attending your Management Committee or Board? (please note that this will not affect your application)

No

If yes, please provide names:

Highland Council Elected Members	Role i.e. Office Bearer, Voting Member, Ex-official / advisory, other

Community Councillors	Role i.e. Office Bearer, Voting Member, Ex-official, other

Council Officers	Role i.e. Office Bearer, Voting Member, Ex-official, other

3.4 Does or has your organisation receive(d) any other funding from The Highland Council? Please provide information relating to Council funding for the last 3 years:

No

If yes –

a) What is/was it for, and from which Service or Ward budget was it provided?

Year 1:
Year 2:
Year 3:

b) How much funding do/did you receive?

Year 1:
Year 2:
Year 3:

c) Estimated value of existing funding in kind, and from which Service or Ward budget was/is it provided?

Year 1:
Year 2:
Year 3:

BioMedEx									
Based on 400 delegates (50 attending for free)		Budget		Budget		Budget		Budget	
Income	Budget Number	Budget Unit Cost							
Sponsorship/Trade ex									
Sponsorship	2	£ 12,000.00	£ 24,000.00						
5 x trade exhibition stands	5	£ 500.00	£ 2,500.00						
Total trade exhibition and sponsorship			£ 26,500.00						
Delegate Fees (include lunches and refreshments)									
Full delegate	200	£ 400.00	£ 80,000.00						
Student	150	£ 300.00	£ 45,000.00						
Conference dinner	350	£ 50.00	£ 17,500.00						
Delegate Fees			£ 142,500.00						
TOTAL INCOME			£ 169,000.00						
Expenditure									
Event management fees			£ 26,300.00						
Speaker travel and accommodation	5	£ 750.00	£ 3,750.00						
Venue hire			£ 17,400.00						
Additional venue costs and AV			£ 3,000.00						
Social media			£ 2,500.00						
Website and branding			£ 3,500.00						
Delegate Costs (2 x lunch, 4 x tea and coffee breaks)									
Delegate Costs (2 x lunch, 4 x tea and coffee breaks)	400	£ 27.00	£ 10,800.00						
Insurance			£ 1,113.00						
Drinks Reception	400	£ 7.50	£ 3,000.00						
Conference dinner	400	£ 65.00	£ 26,000.00						
Poster boards	15	£ 25.00	£ 375.00						
Programme and abstract books (400 each)	800	£ 8.00	£ 6,400.00						
TOTAL EXPENDITURE			£ 104,138.00						
BALANCE			£ 64,862.00						
PLEASE NOTE: certain conference cost will be subject to VAT									
Private and Confidential: for the 'Remote and Rural Healthcare: Innovative Solutions' conference Organising Committee only									
Private and Confidential: for the 'Remote and Rural Healthcare: Innovative Solutions' conference Organising Committee only									

		£			
FIXED COSTS:		Net	VAT 20%	Gross	
Note No.	Eden Court Theatre				
1	Room Hire Charges (2 day plus set up) room hire only	14500	2900	17400	
1.1	Security and stewarding	1200	240	1440	
1.2	Venue Contingency (power etc)	500	100	600	
1.2	Hire of Reg Equip (comp, printers, tel, phot.)	500	100	600	
					£16,700 £3,340 £20,040
2	TECHNICAL/PRESENTATION				
	Audio-Visual:				
2.1	Audio-Visual	2500	500	3000	
2.2	Wireless Internet Access	0	0	0	
2.2	Signage and banners	1500	300	1800	
					most AV included in venue hire package
3	SECRETARIAT				
3.1	PCO Fees	33000	6600	39600	
3.2	Travel to Meeting & Onsite Expenses	3000	600	3600	
					£4,000 £800 £4,800
4	MARKETING/PROMOTION				
4.1	Design fees for promotional materials	750	150	900	
4.2	Promotion flyer (electronic or print)	1000	0	1000	
4.3	Programme	2000	400	2400	
4.4	Abstract Publication (if separate from programme)	0	0	0	
4.5	Additional print such as participants lists	250	50	300	
4.6	Conference App	0	0	0	
4.7	Tickets and menus for dinner	400	80	480	
4.8	Website - development and hosting	3600	720	4320	
4.9	Additional Print Contingency	1000	200	1200	
4.10	Bulk Postage/Fulfillment/Couriers	1000	200	1200	
4.11	Adverts in Journals				
					£10,000 £1,800 £11,800
5	SPEAKERS/COMMITTEE EXPENSES				
5.1	Invited Plenary Speakers Free Registration x 6	312	0	312	
5.2	Plenary Speakers Accommodation & Travel	900	180	1080	
5.3	Committee Chairs, LOC etc free places (50)	2604	0	2604	
5.5	Local Organising Comm -Travel/meeting costs (covered by hosts)	0	0	0	
5.6	Sponsors free places	0	0	0	
5.7	Symposia speaker registration and expenses	0	0	0	
					£3,816 £180 £3,996
6	SOCIAL ACTIVITIES				
6.1	Civic Reception	0	0	0	assumes costs covered by City

Dinner									
6.2	Dinner at the Kingsmills Hotel menu & 1/2 bil wine @£45 x 250								assumes self funding, no venue hire
6.3	Room Dressing/Lighting/Flowers	Estimate	11250	2250	13500				
		Estimate	1000	200	1200				
6.4	Entertainment + PA (live background music) not cellidh	Estimate	1000	200	1200				
						£13,250	£2,650	£15,900	
8	OTHER								
8.1	Audit/Vat /Legal	ibc	0	0	0				
8.2	Conference Insurance	ibc	0	0	0				
8.3	Conference bags (400)	Estimate	1400	280	1680				
8.4	Student helpers and t-shirts	ibc	0	0	0				
8.5	Walkie Talkies	Estimate	500	100	600				
8.6	Photography	ibc	0	0	0				
8.7	Poster Boards (approx 30)	Estimate	1250	250	1500				
8.8	PR activity	ibc	0	0	0				
						£3,150	£630	£3,780	
9	EXHIBITION (table top exhibition)								
9.1	Tables, cloths and chairs for 5 exhibitors	Estimate	250	50	300				
9.2	Exhibitors tea/coffee (2 per stand for 5 stands)	Estimate	0	0	0				
						£250	£50	£300	
10	CONTINGENCY								
10.1	Contingency	Estimate	4500	900	5400				
10.2	RPI Adjustment Allowance	Estimate	1650	0	1650				
						£6,150	£900	£7,050	
	Totals		93316	17550	110866				
	TOTAL FIXED COSTS					£93,316	£17,550	£110,866	

11	VARIABLE COSTS PER HEAD:								
11.1	Coffee/tea - 6 breaks	Estimate	12.00	2.40	14.40				
11.2	Lunch - 2 days	Estimate	18.40	3.68	22.08				
11.3	Welcome Reception	ibc	0.00	0.00	0.00				Civic Hospitality
11.4	Operating expenses and registration items	Estimate	11.00	2.20	13.20				
11.5	Credit Card charges	Estimate	2.00	0.40	2.40				
	TOTAL VARIABLE COSTS					£43.40	£8.68	£52.08	

PROPOSED REGISTRATION FEES:			
Early Registrations		NET	VAT
Early Registration Members		250	50
Late Registrations			
			GROSS
			300

Late Registration Members	300	60	360
Onsite Fee	350	70	420

PROPOSED REGISTRATION SCENARIOS:

INCOME - Paying Delegates	Reg Fees	Paying Del	NET of VAT	Paying Del	NET of VAT	Breakeven Paying Del	NET of VAT
		350		200		277	
Conference							
Early Registrations	£250	300	£75,000	150	£37,500	227	£56,750
Late Registrations	£300	50	£15,000	50	£15,000	50	£15,000
Onsite Fee	£350	0	£0	0	£0	0	£0
Total Paying Delegates		350	£90,000	200	£52,500	277	£71,750
Workshop Income							
OTHER INCOME:							
Sponsorship, Grants, Support	Estimate	24,000		24,000		24,000	
Exhibition Income - 5 stands	Estimate	1,250		1,250		1,250	
Dinner Income (£20 profit per ticket x 250)	Estimate	5,000		5,000		5,000	
Highlands Islands Enterprise Subvention	Estimate	3,500		3,500		3,500	
TOTAL INCOME			£123,750		£86,250		£105,500
EXPENDITURE -							
Fixed costs			£93,316		£93,316		£93,316
Variable costs			£15,190		£8,680		£12,022
TOTAL EXPENDITURE			£108,506		£101,996		£105,338
SURPLUS/LOSS			£15,244		-£15,746		£162

MEMORANDUM OF UNDERSTANDING

concerning the "Remote and Rural Healthcare: Innovative Solutions" Conference 23-24 May 2016

This Memorandum of Understanding ("MoU") is made between:

The Royal College of Surgeons of Edinburgh ("RCSE");
 The Institute of Remote Healthcare ("IRHC");
 NHS Highland ("NHS");
 The Scottish School of Rural Health & Wellbeing ("SSRHW");
 The University Court of the University of Aberdeen ("UoA"); and
 The University of the Highlands and Islands ("UHI")

hereinafter referred to collectively as the "Conference Organisers".

PURPOSE

The Conference Organisers intend to collaborate towards the successful implementation of a conference entitled, "Remote and Rural Healthcare: Innovative Solutions" (the "Conference") which will take place on 23 - 24 May 2016. This MoU sets out initial considerations with regard to the roles and responsibilities of the Conference Organisers and their representatives with regard to planning the Conference, and also provides summary details of known planning decisions made to date.

CONFERENCE ORGANISERS' REPRESENTATIVES

The following named persons shall represent the Conference Organisers as follows:

RCSE	Duncan McArthur, John Duncan
IRHC	Alan Kennedy-Bolam
NHS	Angus Watson,
SSRHW	William McKerrow, Alasdair Munro, Martine Scott,
UoA	Philip M J Wilson, Pam Sherriff
UHI	Sandra MacRury

CONFERENCE OBJECTIVE AND THEMES

The main objective of the Conference will be to share knowledge about innovative solutions to problems in delivery of remote healthcare. Current Conference themes include: Technology in Remote Healthcare; Remote Healthcare Support; and Remote Education.

HOSTING

The Conference Organisers will co-host the Conference.

VENUE

Eden Court in Inverness has been identified as the Conference venue. In addition, a Gala Dinner will take place at the Kingsmills Hotel in Inverness. Both venues are already being held.

EVENT ORGANISATION

An events organisation company will be procured who will be required to undertake the majority of Conference planning. RCSE will handle procurement of the events organisation on behalf of the Conference Organisers.

It is expected that the events organisation company will handle the vast bulk of arrangements regarding the Conference, with any small, additional administrative tasks being undertaken by the Conference Organisers as agreed.

FINANCIAL MATTERS

It is intended that the Conference will be self-funded, however it is understood that this introduces an element of financial risk. The Conference Organisers will work together to mitigate any such risk; RCSE has agreed to lead this initiative.

Highlands and Islands Enterprise (HIE) has kindly paid a deposit of £3,500 to secure the Conference venue; its contribution will be acknowledged accordingly.

RCSE has agreed to accept risk and reward and will cover the remaining costs in lieu of being reimbursed at a later date from delegate fees and any further grants or donations that may be made in support of successful implementation of the Conference. Grants and donations currently are being sought.

It is recognised that financial matters regarding the Conference will be most efficiently managed by means of a dedicated cost centre held within a single financial accounting system. The Conference Organisers have agreed that the NHS Highland accounting system will be used for this purpose with the assurance that there will be regular reports to the Organising Committee and that the cost centre will be the responsibility of a named person to ensure openness and transparency. The Events Organising Company that is appointed will be required to set up a separate Bank Account for income and expenditure as agreed, reporting to the Organising Committee, with Financial Reports incorporated into the accounts held under the dedicated cost centre.

Should the success of the Conference lead to a financial gain, the Conference Organisers will agree a fair and equitable distribution of such to all relevant parties that will include a disbursement to reflect the costs of the Conference Organisers with the surplus passing to RCSE given that they have carried the risk.

MISCELLANEOUS

It is understood that the information provided herein is subject to change as Conference planning progresses.

This MoU is not intended to be legally binding and may be subject to additions, amendments or variations from time to time as relevant and as agreed in writing by the Conference Organisers.

Remote and Rural Healthcare:
Innovative Solutions Conference
Inverness 23 – 24 May 2016

Tender Document from Agenda Events

Definitions, etc. in this document

Pages 3 -26 do not include any direct references to the company tendering, to allow for a blind evaluation process. Examples of our previous work, and other items which would identify us have been placed in appendices.

General

Having discussed this project with Pam Sherriff (PS) of the University of Aberdeen, Centre for Rural Health (CRH), this tender has been prepared by Agenda Events (AE) as part of the process to identify a contractor to deliver the project.

The client is a partnership of six organisations with interests in Remote Healthcare, led by the CRH - the others being the Institute of Remote Healthcare (IRHC), Scottish School of Rural Health and Wellbeing (SSRH&W) , The Royal College of Surgeons of Edinburgh, NHS Highland and the University of the Highlands and Islands. This group is referred to as the 'Co-Hosts'.

The IRHC has experience of staging similar events.

AE is owned by Jim Brown, for the purposes of this document, can be regarded as a business entity which allows a consortium of freelance event professionals to come together to tender for this project, as it has done for other similar contracts in the past.

While some decisions remain to be taken by the co-hosts, the dates are set (23-24 May 2016) the main venue, Eden Court has been booked with a deposit paid, and the Kingsmills Hotel has been booked for a reception and dinner on the evening of 23 May.

The target number of delegates is 400. This is expected to be an international audience drawn from government decision makers in health services; the military; public safety agencies; the oil and gas industry; international non-governmental agencies; healthcare professionals, managers and technical support professionals; representatives of ambulance and search and rescue services; and community first responders.

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Introduction - Our Understanding of the Format of this Event

This is to be a conference around research, innovation and knowledge transfer in remote healthcare, with a programme provisionally based on three themes – technology, remote support and remote education. The detailed content to be included within these themes has not yet been decided, but the broad plan is to invite 4-6 keynote/ context-setting speakers to present in plenary, with breakout sessions featuring a wider variety of contributions. The spaces available at Eden Court mean it would easily be possible to run a mixture of parallel workshops: possibly sessions featuring groups of presentations on particular subject areas or debate and discussion sessions and there would also be scope to include interactive group-work sessions or technical/equipment demonstrations.

We understand there is already a steering group in place with representatives from the co-host organisations, led by PS. This group will take overall responsibility for the general direction and management of the project, and also its content - i.e. there is not to be a separate scientific advisory board with editorial control of the programme.

There will be an exhibition of some research posters, but it is not envisaged this being on a large scale – ca. 30 is mentioned in the brief – and to recognise the contribution of the poster authors, it will be necessary to incorporate a poster prize.

There will also be a need for some exhibition space, for information displays from the co-hosts and other relevant organisations. The conference is not to include a trade show, although it may be that a few relevant commercial businesses are interested in taking exhibition space to demonstrate equipment or technologies.

The overall feel of the event is envisaged as more about innovation/ knowledge exchange and strategic opportunities and challenges in remote healthcare, as opposed to being a ‘straight’ academic research conference for the dissemination of new work. Therefore, it is not expected that the steering group will want to see a completely open call for abstracts for posters, oral presentations and workshops – rather it will invite work from within its own networks as well as identifying other contributions to complete the programme. Having said that, it is likely that interesting and relevant abstracts will be submitted speculatively, and these will need to be assessed for suitability for inclusion.

The IP of this document

We respectfully highlight the section in our detailed business terms regarding intellectual property. We fully appreciate it is right for organisations such as CRH to call for tenders and proposals, and understand this document may be circulated widely. However, this proposal is made in good faith, it reflects much useful background knowledge, represents considerable effort in its preparation, and remains our intellectual property.

This document contains information which is in itself potentially valuable to the co-hosts as they discuss the award of this contract, reflecting our creativity, and the network of contacts and experience we have built up over a long period of time, in running previous projects. Therefore, we ask that anyone reading this seeks our permission either before letting another contractor see it, or should it be decided to carry out the work in-house, or to use this as the basis for establishing project management processes for

someone else to deliver this conference. If this document should end up being used in such a way, whether with or without consent, we reserve the right to charge a reasonable fee in retrospect, to cover the time and effort invested in its preparation.

Registration

We would anticipate roughly 50% of delegates wanting to pay conference fees by credit or debit card, while the remainder would need to have their organisation invoiced. We are very used to dealing with the sort of tasks required to enable a smooth booking process, such as handling purchase invoices, reconciling direct delegate payments with registration details, and providing receipts.

There are several options for how payments by card can be accepted, with pros and cons for each, but we would recommend that using a third party payment site would be well suited to the requirements here. Most people are familiar with using [Eventbrite](#) (other similar sites are available) to book places at both paid-for and free events, and it would be straightforward to integrate an Eventbrite page into the conference website, maintaining a distinct site with relevant information, but avoiding the significant cost of adding a bespoke retail feature to accept credit card payments directly. The advantages of this are delegate familiarity with this process; Eventbrite is a well-regarded business; and card fees can either be surcharged at the time of payment or incorporated in the price charged. Potentially the main disadvantage is that fees paid to Eventbrite are held by them until ca. 1 week after the event to avoid fraud, which can be an issue for organisers, as it locks up funds needed to pay for other services. If this approach is used, the purse keeper (see below) would need to give an assurance it would release working capital promptly as per an agreed schedule.

Alternatively, we could provide an online shop facility (i.e. providing a purpose-made registration page as part of the website, offering delegates the chance to register and pay directly by debit or credit card via WorldPay or similar). Arguably this might appear more professional than Eventbrite, and it has the advantage that funds are available immediately for the conference budget. The main disadvantage is in the cost required to provide this facility – the exact amount would be dependent on the bank's view of the risk of the conference (essentially, how likely it regards the probability of the conference not going ahead and it having to pay out refunds on credit card payments). We would expect this to cost the project ca. £100 in additional website development costs; ca. £75 pm for 10 months in standing charges; plus 2.5% in card fees (ca. £500, if £20k were to be received via credit card payments) – a total additional cost of ca. £1,350. In addition, please note that setting up this facility would require the approval of both WorldPay and bank, which separately impose fairly strict compliance conditions to protect consumers (i.e. covering items such as a clear process for refunds, and information about the consortium running the conference) – we would expect this process to take ca. 2 months to complete.

A third option would be for card payments to be received directly by the purse keeper, or one of the other co-hosts. While this would have the advantage of complete transparency of project monies being kept within the direct control of the co-hosts, we could foresee difficulties with tracking payments with delegate registration details, refunds, and international payments and refunds, so would not recommend this approach. In addition, it is likely that NHS Highland does not have the ability to accept credit card payments, although it could be the RCSE, University of Aberdeen's central conference organising team or IRHC could offer such a facility, and if keeping funds within one of the co-host organisations is important, we would be happy to look further at the feasibility of integrating this option into the rest of delegate registration process.

While it is important potential delegates know about the conference in good time, it is better to have a good registration process in place in enough time, rather than rush to get a poor process into the public domain quickly. We would certainly want to ensure that delegate registration was available before the end of 2015.

We would expect to discuss detailed pricing as part of an initial scoping meeting – it is very common for there to be a variety of delegate rates – such as ‘early bird’, student, charities or group discounts, and this would be straightforward to build into the registration process.

Two points the co-hosts will need to be clear on are how many complementary delegate places they would each expect for their own people in return for their support of the project, and whether the membership organisations represented would expect a discounted members’ rate. It is very likely there will be an expectation from some people from the co-hosts’ own organisations, and for example, collaborators in research projects, that they should not have to pay the full cost of attending - something we have encountered before, and which can cause tension - so this is an important point for early discussion.

Venue Liaison

We have a good, longstanding working relationships with both Eden Court and the Kingsmills Hotel, and regard both as good to deal with. Given the dates have been secured, and a deposit paid for Eden Court, it will be necessary to ensure appropriate contracts are in place with the co-hosts or 'purse keeper', but there are unlikely to be any urgent operational issues to deal with until early 2016.

For the format described, it is unlikely many additional items would have to be sourced for the venues. There could be a need to hire in poster boards, especially if 30 turns out to be an underestimate, but essentially Eden Court is likely to have all the routine conference audio-visual support which will be required in-house, and this is usually included with a price agreed with them.

A detailed catering specification would only need to be confirmed with Eden Court a few weeks before the conference, as would menu selection for the dinner at the Kingsmills – both of these are likely to be somewhat dependent on funds available in the budget as the date of the event approaches.

Website

Website development is discussed along with the other marketing and promotional aspects, below.

Accommodation

One of the main attractions of hosting conferences in Inverness is the wide range of accommodation available. Certainly there should be no problem in securing appropriate accommodation for the steering group, invited keynote speakers and possibly other guest VIPs – this may already have been touched on when booking the Kingsmills Hotel for the dinner. We have a good relationship with the Inverness Hotels Association, and they are very supportive in working with conference groups.

In practice, our experience over recent years has been that the majority of conference delegates now either book accommodation directly using meta-search sites such as Trivago or Hotels.com, or use the services of a travel agent, and as a consequence it is no longer common practice to reserve blocks of rooms with hotels for conferences such as this. We would also expect many delegates to choose B&B accommodation close to Eden Court, and for students or university groups to choose hostel and self-catering providers.

We would however want to ensure it is easy for visiting delegates to identify suitable accommodation, and using our contacts within the local hospitality industry to develop a page on the website listing and describing the facilities of the main city-centre hotels within reasonable walking distance, and any special conference deals they are prepared to make.

This also ties back to comments elsewhere about the importance of ensuring early awareness of the conference among target delegates, and giving delegates the opportunity to make their arrangements in good time. May is part of the main tourist season in Inverness, and many hotels in the area will even now be holding block bookings from tour companies. The availability of accommodation, especially within walking distance for late-registering delegates may become an issue if the conference approaches capacity, but our close rapport with the Hotel Association should help – we will at least have a feel for room availability in the months before the conference, and be in position to post updates on the website and social media; and in practice, when we have a good dialogue with accommodation providers, individual hotels which are fully booked tend to help us and each other by seeking alternative places for customers.

Gala Dinner

It is assumed all delegates would be offered the chance to attend the dinner (and reserve additional places for their partners or other guests) and this element of the conference would be run essentially on a cash-neutral basis, with the price of dinner places simply reflecting the cost of the meal, plus a small charge to the main budget for a complementary places for the steering group, invited speakers and a few VIP guests.

We would expect the format would entail delegates mingling informally during a drinks reception, followed by the meal itself running something like 19.30 – 22.00. We would expect the steering group to have names in mind for an after-dinner speaker (if that was felt appropriate) and somebody from the group would be prepared to take on the role of top table welcome host/MC for the evening.

There is mention in the brief about providing buses to transport delegates to and from the Kingsmills – while this might be a nice touch, in our view it is not a priority. Many delegates are likely to be staying in the Kingsmills or nearby, but more significantly, most people like to choose their own time to turn in, and it would curtail informal networking and conversation – given this is only a 2-day conference, something which could be counter-productive. If it is decided to go ahead with this, the indicative cost is £200 for a pick-up coach round, and the same for the return trip at the end of the evening.

Financial Management

We regard budgetary control and financial reporting as being core parts of our role, and once some key decisions discussed in this document were taken, would provide regular budget reports and analysis, for example about the break-even point. Given that much information is not detailed in the brief – for example, the level of the registration fee – and many significant points are also still to be confirmed – such as the amount needed to be set aside to cover invited speakers’ travel - we have not attempted to compile a draft cashflow projection here, but would certainly look on this as an essential early project milestone.

We would note here there is an implicit assumption in this tender that the conference be run on the basis it will require some modest financial support or underwriting, and other input in kind from the co-hosts, albeit there will be significant income streams from delegate registration fees and external sponsorship. It would always be our objective to ensure it ended up being either cash-neutral, or leave a small surplus to ensure a legacy – perhaps enough to allow initial planning of a follow-on event. We would suggest from our experience that it is unlikely a conference of this ambition, especially an inaugural staging and without a significant commercial trade show, could be expected to leave any meaningful financial surplus.

A Purse Keeper

We understand that NHS Highland may be amenable to acting as project ‘purse keeper’. We regard this as a very good arrangement, both from practical and governance perspectives, in that one of the co-hosts would always be holding most of the project funds, especially any financial contributions from other co-hosts, and be in receipt of sums invoiced for sponsorship, directly. This would also involve only a minimum of payments having to be made – probably only to Eden Court, the Kingsmills Hotel, pre-arranged staged payments to the contractor, and perhaps a few other larger items such as printing the conference handbook. All other conference costs and individual delegate registration transactions would be dealt with by us on behalf of the co-hosts, with a financial reconciliation after the conference.

If this is not the case, we would be comfortable to handle the budget directly, or arrange for a dedicated account to be set up with (our) bank, with an appropriate co-signatory arrangement to ensure good financial governance.

Sponsorship and Other Funding

The brief mentions a bid for funding having been submitted to Highland Council (via the Inverness Common Good Fund) with match funding from VisitScotland. We have a track record of successfully securing financial support from these sources, and have a good working relationship and rapport with the senior people responsible in these organisations, so would be very comfortable in taking forward the administrative tasks needed from the initial applications, and advocating the co-hosts’ interests with these and other potential supporters.

While the co-hosts are clear this event will not include a trade show, there will be scope for a few relevant commercial businesses to host promotional stands (or potentially sponsored workshops) to demonstrate technologies and equipment, and it is very likely other HEIs and public bodies (for example, [Health Science Scotland](#), [SHIL](#), [University Technology Scotland](#), [Interface](#) and the [Stratified Medicine IC](#)) would be interested in having a presence, and possibly also contributing content, or sponsoring parts of the programme. Certain aspects of this project, such as a drinks reception at the dinner, or the conference badges could be made available by the steering group in return for sponsorship, although they may wish to maintain some control, and approve potential sponsors, especially commercial companies. An outline of what could be offered is shown in appendix 1, which is a sponsorship prospectus from a previous project. In practice, the needs and budgets of different organisations vary enormously (for example, from a promotional presence to show off a commercial product, to wanting to bring a group of their own people as delegates) so most sponsorship deals end up being negotiated individually.

Disbursement Schedule

We note there is mention in the brief of a disbursement schedule – as discussed above, our preferred arrangement would be to settle smaller conference expenses out of staged payments from the purse-keeper and during the post-conference reconciliation – something which would include the travel and accommodation expenses of invited speakers.

We would not expect to pay any speakers an honorarium for their participation in this conference. As a rule, we mention this in initial letters of invitation, but offer complementary registration, and to cover travel and accommodation expenses. We feel this meeting will be sufficiently prestigious to attract high-profile people to take part on that basis, and furthermore, it helps create an innovative and egalitarian feel.

Occasionally, and especially in some clinical meetings, speakers will be sponsored by commercial companies, but that arrangement usually tends to be set up directly, and we do not get involved.

In other fields we have worked in, it is normal practice that the contribution of senior people to scientific steering committees, journal editorial boards and the like, comes under their general remit, and is often regarded as part of the organisation's overall measure of academic esteem. While we are often involved in paying for steering group's meeting costs and expenses, as the contractor delivering a conference for a client which is a consortium of research organisations, we would not expect to pay individuals a fee for their time involved in preparing for a conference or chairing sessions, etc.

We would be grateful if the steering group advised at an early stage should they feel a contingency needs to be set aside here to allow honoraria to be paid for such items, and if so what would be appropriate amounts.

Insurance and Risk

Reputable venues such as Eden Court have in place all the public liability cover required for a conference such as this, and as a responsible business, we carry £2M of public liability cover to insure against claims arising from our activities in planning an event.

However, there is always some financial risk to any event due to unforeseen and unpredictable circumstances – for example, the volcanic ash cloud event in 2010 which caused severe travel disruption, or an exceptional news event such as 9/11. There is some discussion in the section above about how the (*admittedly low*) probability of the bank having to reimburse registration fees to delegates who have paid by credit card affects the cost of such transactions, and we also include a ‘force majeure’ clause in registration form small print, to protect our clients, pointing out that those behind the conference will not be held responsible for circumstances beyond their control, which might otherwise cause delegates to claim a refund. (In practice, the most common issue is a late speaker cancellation – although most people are conscientious enough to put up a colleague as substitute should they have to withdraw.)

Beyond this, it is possible to take out insurance to cover against specified risks with the potential to interfere with conferences, and we have brokers who can provide detailed advice about this cover. However, ultimately a decision to take it out, as with most insurance, depends on the attitude of the co-hosts to the perceived risks, how much they might lose in a range of conceivable scenarios, and in practice the co-hosts could decide the risk is so low it can be judiciously ignored.

The standard approach here is to revisit this topic at an early steering group meeting, once the budget is more established, allowing the group to have a brainstorming session about what could go wrong. Brokers tend to offer cover against very specific risks (e.g. an air travel blockade), not catch-all policies and it is often the case that there are other simple approaches to mitigating the risk of some scenarios – for example here, asking for first refusal of the Kingsmills function suite for the whole two days, as a back-up to an occurrence which disabled Eden Court.

Accepting Financial Risk

We considered accepting part of the overall financial risk of this event, and while in some circumstances we will work in this way in partnership with commissioning organisations, in this case we are not prepared to do so.

This should not be taken to mean we are uncomfortable to represent the steering group to raise additional external sources of funding or support for the conference as mentioned elsewhere in this document, or exploring other potential avenues suggested by members of the steering group.

For reference, our main reasons for making this call are:

- *This is essentially a new conference, so there is no history of returning delegates. While we are proud to be based in the Highlands, and feel Inverness offers excellent accommodation and other facilities, we know from previous delegate feedback that this area can be perceived by many delegates as being difficult to reach for conferences. This is ironic given the subject matter, but we need to make a business call, and attracting busy professional delegates, especially from beyond Scotland will always be a challenge.*
- *Some key decisions, such as the dates and venue have already been decided by the co-hosts, and so there is the potential for unknown external risks, e.g. competing events. We would not expect to have any substantial influence on the programme.*
- *There is to be no trade exhibition, the emphasis here is not on commercial products and applications, and it can be challenging to interest potential business sponsors in conference audiences with a significant proportion of academic research delegates. Bringing sponsors on board for a new event is usually a slow process, based on identifying key people and cultivating trust with them over a period, and a 10-month planning window is a relatively short time-frame for this. Many businesses allocate conference-supporting budgets more than a year ahead, and can be inflexible in supporting additional events.*
- *If we were to be a financial partner, as a VAT registered business, it would have to be added to registration fees and other income. While some delegates might be in a position to reclaim it, the additional 20% on the face value of places might be a disincentive to attend. (If, on the other hand an arrangement between us was clearly set up on the basis that we were providing event management services to the co-hosts - an ad hoc consortium of professionals with shared research interests - and one of the services we were providing was managing the budget on the client's behalf, then we could reasonably avoid having to charge VAT to delegates and sponsors – albeit we are obliged by HMRC to charge VAT on all items we invoice for.)*

Website, Marketing and Promotion of the Conference

There is some urgency to develop the marketing plan for this event, at least to the level that a public announcement can be made and work can be started on raising awareness about what is happening - especially the dates and name of the conference - and reaching a position where the main themes and keynote speakers can be put into the public domain. We would strongly recommend that significant progress should be made with this before the end of August 2015 when people return to workplaces after the Summer holidays.

From experience, for a new event such as this to be successful, there needs to be a high level of early awareness among potential delegates – and from a pragmatic perspective, many organisations allocate conference-attending resources more than six months in advance, which means key people, particularly those who would have to travel to Scotland, need to be well engaged during the late Summer/ early Autumn. In addition, many people need to go through internal processes to confirm conference attendance – something which can take months to be approved.

With this in mind, we suggest it should be a priority to work with the co-hosts to get at least a basic website online; compiling a target list of contacts and email circulation list; establish a social media presence; and make impactful media announcements about what is happening.

Design and Online Presence

There is a need to confirm a concise, memorable title for the conference – this should be an early decision, so that progress can be made in all other areas of raising awareness and promoting interest in the conference.

There is also a need for a simple conference logo and suitable internet domain name. Please refer to appendix 4 for the house style of the web developer we normally work with, and other previous design work.

A simple 'brochure' type site featuring a .org domain name, email contact addresses, and ability to offer downloads, will cost ca. £750 to set up and maintain for the duration of the conference (it would, of course, then become an asset available to the co-hosts to use and develop into the future, however they wish.)

An initial version of the website could be turned live fairly quickly, with a first draft of the programme and general background, and it can gradually be made much more content-rich, probably to include the following:

- Home page with main conference themes, hyperlinks to the sites of the co-hosts, area to download background information, twitter feed, request to subscribe to conference news updates
- Detailed Programme
- Speaker Biographies
- Information about travel, accommodation, the venue, and Inverness
- Contact details for the organisers

Social Media

As well as the website, we would recommend establishing a Twitter feed, we regard this as a useful way of raising awareness of the event, and identifying potential delegates. Again, please refer to Appendix 4 for an example of our past work.

We have set up private LinkedIn groups associated with conferences, where we can limit access only to confirmed delegates; and free-to-use sites such as [time2mobi](#) have become available, so there are plenty of options available to let people introduce themselves in advance and after conferences, and arrange private meetings. It is fair to say that no single format or site has emerged as market leader for this sort of linking, and when they are made available and promoted, the number of delegates making use of them can be disappointingly low. However, the effort required to put these arrangements in place and maintaining them is relatively small, having them can add to the professionalism of the event, and they seem to be very beneficial to the delegates who do utilise them.

Other Promotion and PR

We would also expect to arrange the design and printing of A5 fliers to be circulated widely at complementing conferences, and around the co-hosts and other relevant organisations, and it may also be appropriate to design and print larger (A3) posters.

We place a lot of value on personal contact, for example speaking directly to, and visiting key people in organisations which are felt to be key attendees. It is likely that there will be opportunities to promote this event at complementary conferences, possibly even taking up paid-for promotional opportunities such as including fliers in delegate packs, or information stands. Generally, we would regard this sort of activity as being a part of the management contract, and would only charge for costs agreed in advance with the steering group - examples of the sort of additional expense might be travel beyond Central Scotland or overnight stays, or charges made for putting fliers in delegate packs.

We would recommend instituting regular newsletters, to be made available for dissemination at various sites, and distributed directly using Mailchimp or similar platform. This is a useful promotional tool, which should reach at least 20% of people on a well-maintained long list of target delegates. The active support of the co-hosts in spreading word of the conference via their own organisations' external communications will be essential to building a buzz around the project.

Although not the primary motivation for staging this event, the way the conference is reported in the general, specialist and business media is likely to be an important intangible outcome. Once the project brief has been established, we would liaise with the communications teams of each of the co-hosts, to discuss this aspect in more detail with each of them, although from experience, it would be helpful if the media team of one of the co-hosts was prepared to take a lead with releases – that would give us a simple point of contact to work with in the preparation of communications, ensuring vibrant and interesting pieces, rather than the situation of uninspiring 'written by committee' releases, where multiple individuals want to re-write drafts. If the VisitScotland funding bid is successful, that organisation will generally provide useful PR support for a non-specialist audience, which can reflect well on the co-hosts efforts.

Please note that it is common practice to have available a few complementary conference media passes for bona fide journalists or science writers, and we would expect one or two individuals from the steering group to be available for interview by the media before, during and after the event.

We would expect that there would be a desire to hire a professional photographer to record one or both days of the conference.

Conference Handbook and Other Delegate Materials

We would be happy to collate delegate materials in whatever media were felt to be appropriate, and at a specification to fit in with the budget and feel of the event. It is expected that there would be at least a professionally-produced A4 handbook containing speaker biographies, a running order, abstracts of oral presentations, posters and workshops; and a separate delegate list. Attached to our submission email is a sample from a previous conference of the type of handbook we would expect to be required here, we would generally provide these hard copy (for each delegate at the conference, as well as a supply afterwards to each of the co-host organisations) and also electronically on a flash drive with the conference lanyard, to allow them to be downloaded for viewing on laptop or mobile device during the event.

There is a duty on conference planners to comply with the spirit and letter of data protection legislation, so we have a clear policy of never publishing delegate lists online. However, at the same time that needs to be balanced against the reality of networking and making new contacts being a key reason drawing many delegates to attend in the first place, therefore our default position is to produce a separate hard copy version of the delegate list with basic contact details and include that in the delegate packs – this ties in with a requirement as part of the registration process, in that that delegates are actively required to opt-in to having their details shared.

Printed conference bags are a relatively expensive item, costing upwards of £6 depending on the quality and printing specified, but have gone out of fashion in recent years, as increasingly delegates come to conferences expecting to use their own laptops and mobile devices during sessions. More recently, clients have tended to ask us to use relatively low-cost, more sustainable options such as cotton bags, which can work well, and be sourced for less than 50p each, without printing.

The cost of conference lanyards and badges can be relatively high, again depending on the final specification chosen. For an conference such as this, lanyards would be more appropriate than clip on badges – very simple, plain lanyards, with a memory stick loaded with the conference handbook and other files, plus printed delegate name badges would cost ca. £1.80 each – more expensive, and better specification products, possibly featuring embedded flash drives would cost ca. £4.00 each.

Other items such as stationery or promotional materials from the conference co-hosts, sponsors, etc. can easily be added, and the cost of collating the material required and packing the bags is included in the management fee.

Poster Competition

This is not considered an urgent issue, and while there may be an actual trophy and/or other prize, we would can discuss this at leisure, later.

Generally, our experience has been to invite guest speakers to judge posters during the conference (assuming they not listed as co-authors on any of the work) and ask them to announce their decision during the closing session. Usually two or more awards are made – for example to the most original piece of research and the poster which communicates its ideas best. Another approach which can be useful is for the steering group to select the best abstract and invite its author to give a plenary presentation too.

Abstract Management

From our initial discussion, we have assumed there is not to be an open call for this conference, but most work is to be invited, making this a fairly routine task, albeit steering group members would probably want to review abstracts of oral and poster presentations received and possibly discuss and revise some with authors in advance. Much of the rest of the effort would revolve about ensuring the accuracy of the abstract section of the conference handbook (please c.f. sample of the style of handbook we have previously prepared, submitted separately).

We would expect individuals from the steering group would take on the chairing and editing of particular sessions, reflecting their professional interests.

If it is decided to have an open call (and for unsolicited work received) then we are very comfortable with working through the review and selection processes of conference scientific steering groups, indeed we have frequently undertaken tasks such as first screening of abstracts for suitability, collating abstracts into themes as the basis for sessions before group meetings, and liaising with delegates who do not have English as a first language to sub-edit abstracts before and after acceptance for presentation.

Audio Visual

Eden Court has all the facilities likely to be required on site. One possible exception might be bringing in a remote presentation – covered below.

It will be necessary to ensure all contributors prepare presentations in a format compliant with the versions of operating system software being used by the venue – generally this will be detailed in pre-conference joining instructions, and in practice Eden Court’s staff are likely to be able to convert any which are not – from experience issues tend to arise most commonly when authors try to embed videos in PowerPoint presentations using non-specified versions of software.

Staffing and Set-up at Eden Court

Eden Court is one of the best-staffed venues we routinely deal with, and its people are always well-briefed before an event, we would not envisage any issues here.

Given that the exhibition here is not on a very large scale, we would not envisage any major problems with set up. If it is not already been included as part of the venue booking, we would suggest requesting first refusal on spaces in the building for the previous evening, this might be helpful, for example, should there be a need to pre-assemble poster boards, or for exhibitors to store valuable equipment in position.

Roles and Responsibilities

We understand there is already a steering group in place with representatives from the co-host organisations, led by PS. This group will be responsible for both the management of the project and its content - i.e. there will not be a separate scientific advisory board to have editorial control of the conference.

It is common for us to work within this sort of structure, and we are comfortable with the arrangement.

Steering Group

Enthusiastic support of a committed steering group is essential for the success of any large conference. Without this sort of buy-in, it is difficult to stage a really vibrant event, and the best conferences always have an engaged steering group. The main areas where we would value input are in sharing a vision for why the event is being held in the first place, compiling an attractive and relevant programme for the target audience, and possibly most important of all, spreading the word about what is happening to key influencers in the healthcare community, to ensure a good level of registrations and support.

We would expect to work closely with the steering group to deliver the project. In practice, that is likely to involve an initial scoping meeting with everyone (face-to-face or by VC) followed by regular update sessions, either by VC or emailed reports, coupled with informal individual meetings – especially individuals take responsibility for certain parts of the programme. We would expect to liaise very regularly with PS to ensure the overall direction of the project is kept on track.

Many additional organisations are likely to be interested in becoming involved, and would certainly need to be canvassed about the conference - some have been mentioned already, and we are already aware of very many other formal groups and networks within the Scottish NHS particularly the [managed clinical networks](#) and these will certainly be mirrored by similar groups in other parts of the UK, Europe and beyond – further suggestions and introductions to the ‘right people’ in each of these groups will be a vital input from the steering group. There are almost certainly existing connections into relevant COST actions and other EU and international projects, professional associations and special interest groups which could be helpful routes to the identification of speakers or whole workshops, as well as for identifying potential delegates.

Conference Organiser

We regard our role essentially as being to ensure the final conference is delivered to the steering group's vision, and key elements of this are establishing a regular formal reporting structure and good working rapport with the steering group and others, to encourage open and good communication, and the ability to work through the issues which will inevitably crop up in a speedy, informal and fuss-free manner.

We would expect to undertake co-ordination of the programme with the presenters and other content chosen by the steering group, provide a secretariat for steering group meetings, and highlight decisions which need to be taken by certain times.

Setting up appropriate processes for delegate registration, and dealing with these as they are received, as well as delegate and general queries. One issue which is often overlooked, but we are used to dealing with is the vetting of applications for formal invitations for visa purposes from overseas delegates, and dealing with these. Many individuals – often including fairly senior people – require a formal letter of invitation to apply for a visa to enter the UK to attend conferences, or to apply for travel grants, etc. This tends to more of an issue when there is an open call for abstracts, as that can attract dubious requests for invitations, and the UK Visas and Immigration (formerly the UK Border Agency) takes a strict line with individuals it considers to be complicit with aiding illegal entry.

We would deal with invited speakers to arrange their travel and hospitality as appropriate; and handle all practical arrangements with the venues.

We would provide use of our PO Box as a contact address for written correspondence, and a contact phone number for general enquiries.

Promotion is an important part of the remit, and we would co-ordinate and oversee all the tasks such as regular contacts with mailing lists, maintaining social media, ensuring the conference is listed as extensively as possible, networking at complementary conferences, and liaising with communications teams of all the co-hosts.

We would oversee the production and collating of delegate packs and badges, and during the event, would provide reception staff to oversee registration, and ensure the smooth running of the whole event. In addition, the quotation below would cover all other routine tasks not specifically listed here required to stage a conference of this nature.

Evaluation and Feedback

Our standard process is to circulate a SurveyMonkey online report around registered delegates shortly after the event. We have a basic house questionnaire, which allows responses to be benchmarked against a large number of responses aggregated from other events we have staged.

The results of that would be combined with our own observations of the project, debriefing conversations with sponsors and individuals from the steering committee, and informal feedback and unsolicited comments received to prepare a final report which would be circulated around the steering group after the event. Generally people minded to respond will do so fairly quickly, and a representative number of returns come in within 10 days or so of the event.

We would anticipate a requirement for a detailed financial reconciliation meeting after the conference too – from experience this part of the project can take several months to complete, as there are inevitably a few speakers who take a long time to submit claim forms, and it is often the case that the final invoices from suppliers are not received until several weeks afterwards

Additional Aspects

These are some issues which have not been mentioned in the intention to tender document, but we are including them here for completeness, as they could crop up later during operational planning.

Filming and Recording

Running an option to sign in and view conference proceedings remotely would change the complexion of this project. This is elaborated in Appendix 3. If it was felt appropriate to have contributions to sessions from a small number of international experts who were not able to attend in person, then that can be arranged. We have contacts if needed to arrange for the filming of individual sessions for live web broadcast or editing for reference archive/ podcast.

Publication of Proceedings

This may be something the steering group would like to see as an output of this collaboration – either as some sort of stand-alone publication, or possibly as a themed or special issue journal issue. There is no detail of this in the costings below, but if there is a desire to see this go ahead, we would expect somebody from the steering group to take editorial control of such an initiative and would regard some general co-ordination of this as coming under our remit, although tasks such as detailed design and formatting, sub-editing, or liaison with the editorial board of a scientific journal would be additional to the main proposal.

CPD Accreditation

Depending on the final programme, it may be appropriate to seek formal CPD accreditation for all or parts of the event (especially if some of the workshops turn out to be around particular clinical topics). RCSE and SSRH&W may have views on this and be able to provide it directly as part of their contribution, potentially liaising directly with NHS Education for Scotland.

In the past we have arranged for accreditation for medical CPD conferences we have staged via RCSPG – there is a cost in the region of £300 for this, and it does require strict compliance with regulations around commercial sponsorship, and significant administrative co-ordination work (for example, supplying biographical details of speakers and abstracts of their presentations). We would include such work in the general project management.

Costs and Business Terms

Laid out below is an outline quotation, based on the input described above. As we are VAT registered, we are obliged to add this onto all charges we make.

As most of the work and cost of a project of this nature takes place in advance of the event itself, we would require a series of staged payments to account, to tie in with activity and expenses as incurred. This would include a payment of £4k of working capital at the outset to cover the detailed planning, setting up a website and other priority promotional work described, with 2 or 3 subsequent payments over Winter 2015 and Spring 2016, and a reconciling payment after the conference was delivered and the evaluation completed.

Our income comes primarily from the management fees we charge, with other items generally being charged to clients at cost - something which differentiates our approach from other events businesses which rely on collecting commissions or other mark-ups. We feel our approach allows us to be completely unbiased in recommending suitable suppliers to clients, and is a transparent way of working.

Our detailed terms and conditions can be [found at this website](#).

This quotation is based only on our initial conversation with PS and the narrative above (i.e. it is the budget for items we would anticipate organising and paying for, with the venues being paid directly.) Given the nature of this project, and the level of detail of the brief, it may be that the co-hosts are able to contribute administrative or other input in kind which would offset the cost of some of these items. The exact cost of items such as the conference handbook are subject to the final specification agreed with the steering group.

Management Fee

This is based on a monthly full-time equivalent (FTE) rate of £2,200

July 2015 – 0.75 x FTE

August 2015 – 1 x FTE

September 2015 – 1 X FTE

October 2015 – 0.75 X FTE

November 2015 – 0.75 X FTE

December 2015 – 1 x FTE

January 2016– 1 x FTE

February 2016 – 1.5 x FTE

March 2016 – 1.5 x FTE

Continued/

April 2016 - 1.5 x FTE

May 2016 - 2 x FTE

June 2016 – 0.5 x FTE

Sub-total = 13.25 months' FTE input = £29,150

Delegate materials and promotion

Printing of conference handbook - £3,000

Lanyards, bags, badges - £2,100

Fliers, graphic design and printing - £500

Domain name, website design and maintenance - £900

Photographer - £300

Sub-total £6,800

Travel and Accommodation for Invited Speakers

1 x Individual from North America £3,500

1 x Individual from Europe or Scandinavia £1,000

3 x Individuals from elsewhere in the UK £1,500

Sub-total £6,000

Contingency

Funds available to be drawn on to cover additional expenses – for example, hiring additional poster boards, or paid-for promotional opportunities requested/ approved by the steering group

Sub-Total £3,000

Additional Sponsorship

Generally, we charge no commission for arranging or confirming sponsorship from universities or other public sector agencies, especially if we are following up introductions from a client or steering group. Where we are given a brief to identify and raise commercial sponsorship to finance an event budget, we charge a commission of 10% of the value of the funds raised.

Grand Total £44,950

Appendix 1 – Sponsorship Offering

This is the text of the sponsorship brochure from the International Conference of Natural Product Biotechnology 2014. It is intended to be the starting point for a discussion with the steering group of what might be offered as sponsorship arrangements with businesses and other external organisations wishing to be involved.

Introduction

Natural Product Biotechnology is a significant new conference for people with a range of interests in high value natural products, their application in drug discovery, improving diet and health, and also their use in a range of other biotech industries, such as bioenergy processes; consumer goods, and personal care products. This will be a research, knowledge transfer and business development conference for the Life Science community, not just in Scotland but internationally, building particularly on national strengths in Natural Products and research and business links with countries sharing a Northern temperate climate and heritage of marine biodiscovery. There is an ambition to create an event with the potential to develop into a major recurring conference for this sector.

The scope of what we are covering is the science, technology and regulation behind identifying, purifying and exploiting high-value bioactive substances from marine sources (i.e. both wild harvesting and aquaculture), native plants and crop species, and microbiological sources; handling and processing them; and their application in healthcare, drug discovery, the food sector, cosmetics and personal care products and other industrial biotechnology processes.

The conference programme (see www.icnpb.org) includes original academic research content, edited by an independent scientific steering group, business development and knowledge exchange sessions – giving opportunities for businesses to showcase their capabilities and technological innovations, as well as research collaborations between industry and academia. There will be plenty of formal and informal opportunities to co-host and link up with other delegates, giving the event a real commercial focus. Delegates will be free to move between the sessions and activities they wish to join.

We anticipate welcoming around 400 delegates to the event, and are targeting a 50:50 split between business and research. We expect around half of our delegates to be based in Scotland, but are working hard to maximise the international element of our audience.

Opportunities to Become Involved with the Conference

We recognise that there are many organisations sharing common interests and goals, and are open to developing collaborative sponsorship arrangements. These include the opportunity to be a keynote sponsor of the whole event, stage a workshop session, have a promotional or information stand at the venue, support elements of the social programme, for promotional copy/advertorial in the delegate handbook or have items included in the delegate packs.

We need to emphasise the independence of the research stream – it will be edited by the conference's scientific steering group, and because of this, we will not consider sponsorship of this part of the event

by commercial organisations with vested interests in research which might be submitted by others for inclusion here. This is simply to avoid any suggestion of bias in the final scientific programme, but does not prevent sponsored or commissioned work being submitted for peer-review by the scientific steering group and potential inclusion within the research stream.

We fully appreciate that different organisations have different needs and strategic objectives of event sponsorship, and because of that, the following information should be regarded as a guide, not a definitive list.

Keynote Sponsorship

We are seeking to work with a small number of organisations to be key sponsors of the overall conference. They would be fully engaged with planning the event, for example to the level of having access to the delegate list as individuals register; the ability to nominate individuals to give context-setting presentations; and regular meetings with the conference team to ensure their identity is appropriately integrated throughout the conference, and through its public communications, website, media releases, etc.

The cost of keynote sponsorship is £7,500 + VAT, and in return for this level of support, we would be happy to offer sponsors any reasonable package of benefits they wished, in line with what had been agreed with other keynote sponsors. This might include a prominent stand in the venue foyer, the sponsor being credited as supporter of the drinks reception, and the ability to invite a group of 10 guest delegates to attend the whole event.

Workshop Sponsorship

Organisations will also have the chance to stage a workshop at the conference. We intend that the workshop programme will be central to the substance of the event, providing a stage to demonstrate collaborations between businesses and research groups, emerging techniques with commercial potential, or demonstrate ideas and new products which need commercial or research collaborations to take to market. The organisers are also open to considering any other interesting proposals for workshops, such as special interest sessions. Workshops will last for around 60 minutes, and spaces are available to set up equipment demonstrations or other displays. In terms of scale, workshops could range from being small round-table discussions to theatre-style sessions for audiences of up to around 130. The cost of staging a sponsored session in the 80-seat auditorium is £1,500 + VAT.

Other Opportunities to Sponsor the Event

Information/Promotional Stands

There is space at the venue for a number of stands. The most prominent pitches will be set aside for the keynote sponsors, but there will be space for other exhibitors around the venue. The cost of a stand starts at £600 + VAT, which includes a complementary delegate registration for the whole conference.

Coffee Stations

There will be three tea/coffee stations around the venue – the programme will not feature refreshment breaks, rather delegates will be able to pick up hot or cold drinks, packed meals or snacks whenever it suits them. Each coffee station may be sponsored for £1,800 + VAT, to include having branded disposable cardboard sleeves around the hot drink containers.

Handbook

We will be producing a substantial conference handbook, which will contain abstracts of all the presentations, as well as being a general guide to the event. This will also be reproduced on memory sticks attached to the delegate lanyards. Full-colour advertisements/advertorial copy can be included – the price for one page is £400 + VAT with discounts available for organisations already committed to sponsoring us in another way. Half and quarter-page spaces are also available.

Delegate Materials - Lanyards, Packs and Memory Sticks

We will be supplying each delegate with a lanyard which will have a memory stick attached, and along with the handbook, delegate list and other items these will be included in a conference bag. Each of these items is available to be sponsored at a cost of £1,250 + VAT. The cost of adding an insert (promotional flier, brochure, pricelist, advertising freebee etc.) into the pack is £250 + VAT.

Social Programme

We are happy to work with any organisation to help them become involved with the social programme – there is to be a ceilidh night on one evening and a party night on the other, both with live music. These events will be held at a city-centre music venue (The Ironworks) which has been purpose-built to host concerts and parties, and is properly equipped with cloakrooms, bar, etc. Both of these nights will be very relaxed and informal and open to all delegates, co-hosts and guests, and may be exclusively sponsored for £4,000 + VAT – to include dressing the venue in its corporate colours and branding, with additional branding on the tickets, and any other reasonable involvement.

Poster Prizes

We will be presenting poster prizes to the authors of the best research posters at the conference – the actual presentation is scheduled to take place at final plenary session on Thursday, 20 November. This can be sponsored for £500 + VAT plus the cost of the actual prize (be that a cash prize or a sponsored trophy, etc.)

If you are interested in any aspect of this, or wish to discuss another way of becoming involved with the conference, please contact the conference organising team at contact@icnnpb.org.

Appendix 2 – Key people involved in this bid

Jim Brown is the owner of Agenda Events which specialises in the staging of scientific research, business development, knowledge exchange and healthcare conferences. Currently, the most significant events in its portfolio are ICNPB (The International Conference on Natural Product Biotechnology – a conference covering the Natural Product/ Industrial Biotechnology/ Life Science space) and EIMR (The Environmental Interactions of Marine Renewable Energy Technologies). Both of these are successful large international conferences, the delivery of which required considerable expertise in stakeholder and expectation management, and the ability to deal with a wide range of individual and organisational interests in parallel. The next EIMR is scheduled for Spring 2017, with the next ICNPB scheduled to be a collaboration with ICMAN (the International Conference on the Mechanism of Action of Nutraceuticals) in Aberdeen in Autumn 2017.

Working with clinicians and (the then) NHS Highland Diabetes MCN, Jim established and ran the highly successful Highland Diabetes Symposia in 2007, 2009 and 2011 – clinical meetings, which each attracted around 150 healthcare professionals from across Highland and neighbouring board areas. He has also been responsible for the delivery of meetings in NHS Grampian and Lothian, and the 2009 NHS Highland conference on the long term condition management. He is currently liaising with the East and Midlothian Diabetes Forum – a clinician led group which is staging its own symposium in October 2015.

Jim would be the leader of the team here, and as such be the main point of contact with the steering group and co-hosts.

Ruth Whitfield of Acorn Events Scotland is a long-term trusted collaborator of Agenda Events, and was heavily involved with both EIMR and ICNPB. AES leads its own projects too, and specialises in working with research and business, especially in the food, health and nutrition area, and with the distilling industry.

Ruth and Jim have previously also worked together in the delivery of conferences in the area of the links between nutrition, mental health and educational development, including the 2009 FAND (Food and Neurodevelopmental Disorders) conference at Magdalen College in Oxford.

Cecila Grigor is the owner of Planit Scotland. She has over 10 years' experience in the Hospitality Trade, and supplies PA services particularly geared to working with the hotels and facilities in the area, for example negotiating rates, budgeted meeting space and dining requirements.

Rebecca Steven is a freelance event management and tourism professional, who was previously employed by VisitScotland and was heavily involved with ICNPB in 2014. Rebecca is currently on maternity leave, but is expecting to return to the workplace in late 2015.

Appendix 3 - Filming and Recording

This aspect is not discussed in detail, or priced as a core part of this proposal, as running an option to sign in and view proceedings remotely would change the whole complexion of the document.

If it was felt appropriate to have contributions to sessions from a small number of international experts who were not able to attend in person, then that can easily be arranged; and we do have the contacts that would allow us to arrange for the filming of sessions for live web broadcast or editing them for reference archive/ podcast. Additional input such as this would be charged at cost.

Unless there is a desire at the outset to format any conference as a web-available event, we would not recommend simply recording complete presentations, as this can throw up many difficult issues around speakers being reticent to share information online they would with a conference audience (especially unpublished data and personal opinion) and it is expensive and technically challenging to make a whole live lecture accessible and engaging for both an online and live audience simultaneously. Furthermore, authors will often inadvertently breach copyrite in Powerpoint – this is not usually a significant consideration in a conference session, but can present a difficult situation if a presentation is being streamed live online. A useful compromise can be to record short interviews with speakers, where they can highlight key points they wish to get across, in a way which can easily be uploaded to co-hosts' websites or public sites such as YouTube after the event, or used as an educational resource.

For reference, here are links to two clips recorded for this purpose at medical research charity conference we organised:

[Clip 1 – Prof Robert Lustig](#)

[Clip 2 – Prof Michael Yudkin](#)

The cost of having a camera and sound recordist on site for one day, plus the post-production editing of this was ca £1,800 - the questioning and editorial supervision was carried out by members of the research group behind the conference.

Appendix 4 – Examples of Websites, Previous Design Work, etc. commissioned

Please see www.icnpb.org for the house style of the web developer we normally work with:



This is the conference logo designed for ICNPB, symbolising the coming together of different interests in the sector.



We still actively maintain the Twitter Feed @icnpb, covering news and stories of interest about Natural Products from Life Science, Marine Biology, Crop Science, Nutrition and Industrial Biotechnology.



Open call for papers flier developed for EIMR



EIMR International Conference

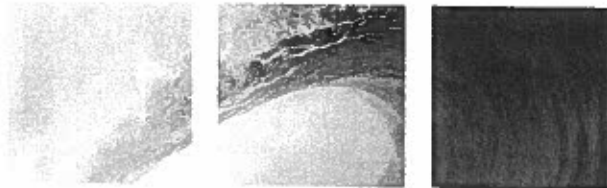
Orkney Scotland | 30 April to 4 May 2012

Call for papers

Submission of papers is now invited to include, but not limited to, the areas listed below. The conference's Scientific Steering Committee will then offer the authors of what it feels to be the most appropriate abstracts the opportunity to make a presentation to the conference, or to display a research poster at the accompanying exhibition. During the week, specific times will be made available for poster authors to discuss their work with the other delegates.

Potential contributors should be aware that there is also an ambition to publish a special issue of a peer-reviewed journal after the conference, and authors wishing to have their work considered for inclusion in this should state so clearly when submitting their abstract, and must ensure that they subsequently produce material of a suitable standard.

Abstracts should consist of a one-paragraph summary (ca. 100 words), a list of 3-5 key words, the contact details of all the authors, and a correspondence address. This should be submitted by email to the conference organiser for consideration by the Scientific Steering Committee at contact@eimr.org by 30 November 2011. It is intended that the programme will be finalised by the end of January 2012.



Relevant subjects include:

- Energy Resources, for example wave, tidal, and meteorological measurements.
- Physical and Biophysical Modeling.
- Environmental Interactions, for example observations of devices in relation to currents, sediments, benthic and pelagic species, migratory birds and marine mammals.
- Studies into disturbance and contamination in ecosystems.
- Ecological methodologies and study design.
- Marine Acoustics.
- Engineering and Technical Challenges - for example concerning moorings, seabed survey, navigation and positioning.
- The sustainability of the marine renewables industry, and shaping of national and international policy and regulation.
- Socio-economic investigations: for example, regarding community, stakeholder, heritage, archaeological and cultural considerations.

Venue Information

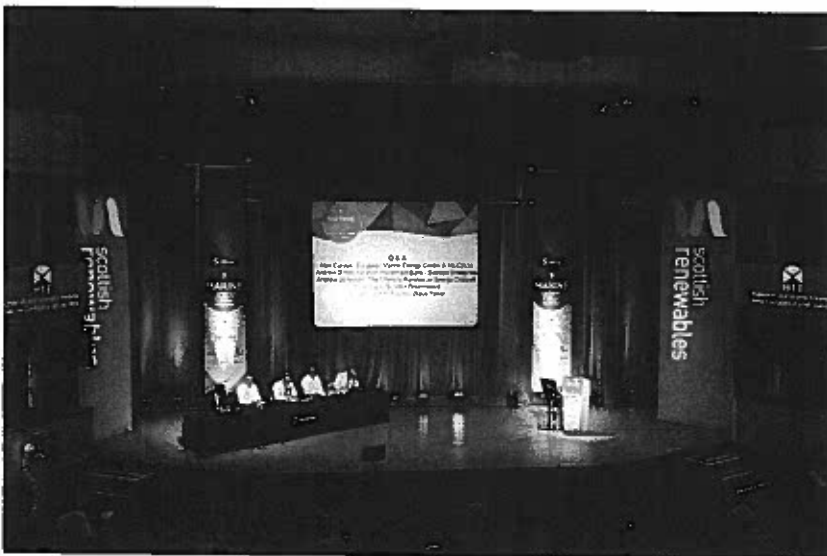
Eden Court Theatre and Cinema is the largest and most versatile conference venue in the North of Scotland.



Eden Court has a strong track record of successful large scale conferences and is more versatile than ever before, offering the opportunity for all plenary sessions, breakout sessions and exhibitions to take place under one roof.

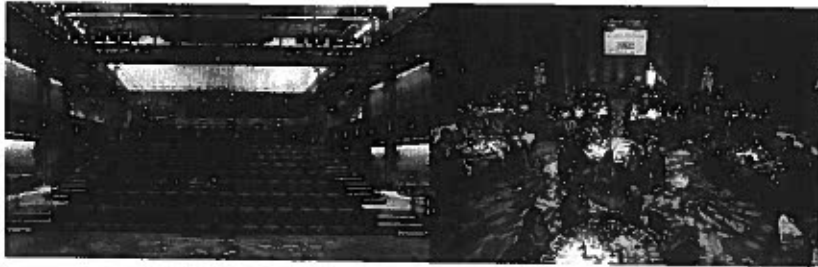
The Venue

The main space at Eden Court is the **Empire Theatre**. This 840 seat auditorium covers 4 floors; stalls on two levels then two further circle areas. Ramped access can be provided to one side of the stage and stepped access to the other.



There are also 8 other conference and meeting spaces within Eden Court which you may wish to consider as breakout spaces. These spaces include

OneTouch Theatre 260 seats with flexible seating options



La Scala Cinema 138 seats



Playhouse Cinema 86 seats



Jim Love Studio 100 capacity in theatre style

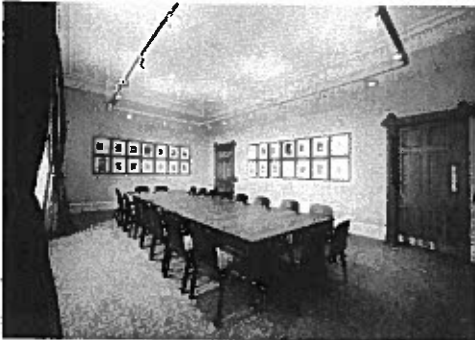


Further breakout spaces and office accommodation are available in the 19th Century **Bishop's Palace**.

The MacLean Room 80 capacity in theatre style



The SGL Boardroom 40 capacity in theatre style



The Provost Smith Memorial Chapel 40 capacity in theatre style



The Tulloch Room – 15 capacity theatre style



Technical

All of the spaces within the venue have internet provision, data projection and audio visual capabilities. We are currently working with our partners at the University of the Highlands and Islands to install video conferencing capabilities. The theatres and cinemas are equipped with a two channel infra-red hearing assist system and a portable version is available for other areas.

Further to the main performance and meeting spaces, we have 15 dressing rooms available for use as offices. All of these are hard wired for broadband and are equipped with telephone lines.

Eden Court hosts over 200 non-performance events annually, ranging from private dinners to conferences of 800 delegates. Our staff regularly deal with over 1000 people in the building for performances. Our stage, lighting and sound technicians are among the best in their industry and will add an extra dimension to your conference.

Accessible

All spaces are accessible for delegates with mobility needs and our staff are trained to work closely with all disabled delegates to ensure their comfort throughout your conference, regardless of any additional requirements they may have.

Exhibitors

In order to allow your delegates to make the most of their time at the Conference and to offer you the optimum return from exhibitors, exhibition space is situated within the venue in easy reach of the main conference venue, bar and restaurant.

Catering

All conferences and events held at Eden Court are catered for at an extremely high standard by our in-house catering team. We have an extensive wine list as well as full bar service in our three bars or in your private dining area. Food can be served throughout the venue with spaces inside available for large scale receptions, banquet for 200 in the OneTouch Theatre or an intimate private dinner in our atmospheric Chapel.

Costs

Please see costs below (these exclude VAT):

• Empire Theatre	£4,400 per day
• OneTouch Theatre	£2,200 per day
• Jim Love Studio	£ 600 per day
• La Scala Cinema	£ 900 per day
• Playhouse Cinema	£ 700 per day
• MacLean Room	£ 400 per day
• SGL Room	£ 250 per day
• Chapel	£ 250 per day
• Tulloch room	<u>£ 150 per day</u>
	£ 9850 per day
	<u> X 2</u>
Total	£ 19700 for two days

Rather than charge per space we will take into account that you are using numerous venues over two days and offer a price of **£14,500.00 + VAT**.

This includes all front of house and technical staff required, plus all technical equipment as normally installed.

Testimonials

Eden Court in my estimation is the best in Scotland. In terms of making a speech it's the place to do it.

Alex Salmond, Former First Minister

It would be great if we could put Eden Court on wheels and take it wherever the Mod is being held

Allan Campbell, The Royal National Mod

A huge thank you to you and your team for being so utterly fantastic at the Marine Conference. I felt like I could have popped off to the shops and you would have ran the whole thing for me – if only all venues were like Eden Court!

Carly Baxter, Scottish Renewables

Hilary Tolmie

From: Sherriff, Pam
Sent: 31 July 2015 10:42
To: Hilary Tolmie
Subject: RE: Application to the Common Good Fund

Follow Up Flag: Follow up
Flag Status: Flagged

Dear Hilary,

I am sure you are right in suggesting we need to indicate how much each co-host will contribute to the conference. Below is a summary of the current and anticipated contributions.

In general:

- Each of the six co-host organisations is providing 'in-kind' contributions in respect of the time of the senior staff involved in the conference. Many organisations have more than one senior member of staff involved. I cannot quantify this.
- Each organisation has contributed 'in kind' to staffing the organising committee and the scientific committee at senior level. We have been having regular meetings since the conference was mooted last December. The amount of time contributed to the conference organisation to date has been considerable and will increase in the coming months. I cannot quantify this.
- Each co-host has also marketed/publicised the conference.
- Each co- host organisation will staff the event itself. I cannot quantify this.
- Each co-host is paying for their own travel as necessary to attend any meetings in person where business cannot be undertaken by electronic communication methods.

Additional Specific contributions are:

- The University of Aberdeen has permitted my time as 'in kind' to administer the conference. I estimate that this averages out at approximately half a day a week since January 2015 and will increase to at least one day a week in the six month lead in to the conference. Although this is difficult to quantify it is in the region of a minimum of £7,700 for my time alone (excluding the usual indirect organisational overheads).
- The University of Aberdeen is providing meeting rooms and communication resources plus catering for larger meetings.
- NHS Highland are permitting their Research and Development unit to administer the finance for the event through a dedicated account code. Income and expenditure will go through NHS Highland accounts. This will involve non quantifiable staff time.
- Highlands and Island Enterprise (HIE) are not co-hosts but they have representation on the organising committee.
- HIE have paid the deposit on the venue of £3,500 plus VAT
- The Royal College of Surgeons Edinburgh is underwriting the conference and accepting all risks.

I hope this will answer any questions the Committee may have but, again, do not hesitate to get back to me if you need further clarification or explanation.

Best wishes,

Pam

Pam Sherriff