

# IRRV Annual Scottish Conference & Exhibition 2010

Years of challenge:  
securing the future for public services

1-2 September 2010 Crieff Hydro Hotel

  
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PROGRAMME & DELEGATE BOOKING FORM

# IRRV ANNUAL SCOTTISH CONFERENCE & EXHIBITION 2010

## YEARS OF CHALLENGE: SECURING THE FUTURE FOR PUBLIC SERVICES

The Institute is delighted to announce details of its 2010 Scottish Conference. The Conference is – by popular demand – returning to the Crieff Hydro Hotel. The hotel has recently undergone extensive renovation and conference attendees will have the opportunity to enjoy the excellent recreational facilities set in beautiful surroundings.

The theme of this year's Conference – "Years of Challenge : securing the future for public services" – reflects the significant challenges faced by all involved in the delivery of Scottish public services and the need to look beyond the current economic difficulties to provide quality services into the future. We are particularly delighted to advise that the new Secretary of State for Scotland, Michael Moore MP, has been invited to deliver the keynote Ministerial Address to Conference 2010.

### EXHIBITION AND AWARDS AREA

A key feature of any Conference is the exhibition, which in recent years has grown substantially in both number and range of stands, providing delegates with the opportunity to visit companies specialising in many areas of interest. We are pleased to announce that there will also again be a Scottish Awards Area, where Scottish organisations entered for the IRRV Performance Awards will have the opportunity to showcase their entries.

### CONFERENCE SPEAKERS

This year's Conference programme is both wide-ranging and will be of great interest to all who have a role to play in local taxation, benefits and related fields. This year's conference will see the publication of the final report of the IRRV Committee of Inquiry into the future of local taxation in Scotland and there will be a major session on this featuring some of the report's authors, together with a feedback session featuring leading MSPs from the four major political parties.

The afternoon sessions are designed to appeal particularly to those at the 'sharp end' of service delivery. Special rates are available for those attending afternoon sessions only, when accompanied by a full or day delegate. The Institute is also pleased to advise that IRRV Students will again have their own Seminar at the Scottish Conference (on Thursday 2nd September) and this will also enable them to attend several of the main Conference sessions. Details will be sent to students directly.

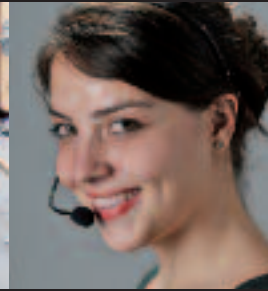
This conference and accompanying exhibition is a major event in the Scottish local government calendar and offers everyone with an interest in local government and related fields, the opportunity to debate key issues, listen to new ideas and make a contribution by expressing their opinions.

### DELEGATE FEES

The IRRV Scottish Conference remains excellent value for money with fees frozen at 2009 levels, making it one of the best value major events in the Scottish calendar. These are as follows:

<b>Rate A</b>	Full Residential Delegate	£448.00 (plus £78.40 VAT)
<b>Rate B</b>	Non-Residential Delegate (excludes Gala Dinner)	£364.00 (plus £63.70 VAT)
<b>Rate C</b>	Day Delegate (per day)	£234.00 (plus £40.95 VAT)

Note IRRV members will receive a 10% discount on rates A & B.



### WHAT'S INCLUDED

The IRRV Scottish Conference offers outstanding value for money: two buffet lunches, the Conference Gala Dinner, bed and breakfast accommodation at the Crieff Hydro Hotel (subject to availability) including free use of parking and leisure facilities, coffee and tea at various times, all conference documentation including speakers' handouts, and free entrance to the conference exhibition – all for £448 plus £78.40 VAT.

The Institute is again including excellent delegate offers to encourage attendance. Every fourth delegate (of the same Delegate Rate Type) from the same organisation comes entirely free of charge. Additionally, where an organisation has at least two full delegates (ie Rate A or B), it will be permitted to send up to 4 "half day" delegates to the afternoon sessions only on either day of the Conference for only £135 + £23.63 VAT.

### ADDITIONAL NIGHT'S ACCOMMODATION

For residential delegates also wishing to stay on Tuesday 31st August, we are able to arrange Bed and Breakfast accommodation at the Crieff Hydro Hotel for an additional £84.00 plus £14.70 VAT (subject to availability). Should you require this, please tick the appropriate box on the booking form.

### COMMERCIAL ORGANISATIONS

The Institute reserves the right to charge a supplementary fee of £250.00 plus £43.75 VAT per person to representatives of commercial organisations not exhibiting or supporting the Conference and wishing to register delegates.

### PROGRAMME CHANGES

All speakers are subject to confirmation. The Institute reserves the right to alter the programme as necessary without notice.

### HOW TO BOOK

All bookings must be made in writing using one of the following options:

FAX	01382 456029
E-MAIL	scotland@irrv.org.uk
POST	IRRV Scotland 2a Argyle Street DUNDEE DD4 7AL

All telephone enquiries should be made to Fraser Macpherson, IRRV Development Manager on 01382 456029.

### VALUE ADDED TAX

VAT invoices are issued at the prevailing VAT rate at the time of issue.

# PROGRAMME

## WEDNESDAY 1 SEPTEMBER

- 9.30 REGISTRATION AND COFFEE**
- 10.00 INTRODUCTION**  
Brian Jeffrey, IRRV Scottish Association President
- 10.05 CIVIC WELCOME**  
Depute Provost Cllr Willie Wilson, Perth & Kinross Council
- 10.10 MINISTERIAL ADDRESS**  
Michael Moore MP, Secretary of State for Scotland (invited)  
Chair: Brian Jeffrey, IRRV Scottish Association President
- 10.40 PLENARY SESSION ONE: TRANSPARENCY AND FAIRNESS – LOCAL TAXATION IN SCOTLAND**  
David Magor OBE, Chief Executive, IRRV  
Brian Jeffrey, IRRV Scottish Association President  
Richard Harbord, IRRV Council Member  
Chair: Bob Mackay, IRRV Scottish Association Executive
- 11.25 REFRESHMENTS IN EXHIBITION AREA**
- 11.55 PLENARY SESSION TWO: SHARED SERVICES : EVERY PENNY COUNTS**  
Sir John Arbuthnott, Chair, Clyde Valley Review of Joint Working and Shared Services (invited)  
Tim Delany, Head of Revenues and Benefits, The CenSus Partnership  
Chair: Billy Phillips, IRRV Scottish Association Executive
- 12.45 LUNCH**
- 14.00 PARALLEL SESSIONS**
- A. Valuation: Does transparency mean correct?**  
Hugh Munro, Glasgow City Assessor and Electoral Registration Officer  
Billy McKaig, Senior Director, BNP Paribas Real Estate  
Chair: Ian Ballance, IRRV Scottish Association Executive
- B. A new government: Where now for welfare reform?**  
Paul Howarth, Head of Housing Benefit Strategy Division, Department for Work and Pensions  
Peter Meehan, Benefits Adviser  
Chair: Les Robertson, IRRV Scottish Association Executive
- 15.00 REFRESHMENTS IN EXHIBITION AREA & OPENING OF AWARDS VILLAGE**
- 15.30 PARALLEL SESSIONS**
- A. Valuation: Valuation in a recession**  
Alastair Kirkwood, Depute Assessor for Ayrshire  
Craig Wilson, Partner and Head of Rating, Eric Young & Co  
Chair: Ian Ballance, IRRV Scottish Association Executive
- B. Continuous improvement in difficult times: An Improvement service Workshop**  
Colin Mair, Chief Executive, Improvement Service  
Mark McAteer, Governance & Performance Management – Director, Improvement Service  
Chair: Joy Mackenzie, IRRV Scottish Association Executive

- 16.30 WINE RECEPTION IN EXHIBITION AREA AND PRESENTATION OF CERTIFICATES TO STUDENTS**
- 16.45 OFFICIAL WELCOME TO THE EXHIBITION**
- 19.15 SCOTTISH ASSOCIATION PRESIDENT'S CONFERENCE DRINKS RECEPTION**
- 20.00 CONFERENCE GALA DINNER & CEILIDH**

## THURSDAY 2 SEPTEMBER

- 9.15 REFRESHMENTS IN THE EXHIBITION AREA**
- 9.45 PLENARY SESSION THREE: THE MSPS ON LOCAL TAXATION – REFLECTIONS ON IRRV PROPOSALS AND PARTY POSITIONS IN RUN-UP TO 2011 PARLIAMENTARY ELECTIONS**  
Derek Brownlee MSP, Scottish Conservative Party  
Andy Kerr MSP, Scottish Labour Party  
Jeremy Purvis MSP, Scottish Liberal Democrats  
John Wilson MSP, Scottish National Party  
Chair: Jim McCafferty, IRRV Scottish Association Executive
- 10.45 PARALLEL SESSIONS**
- A. Valuation: Olympics 2012 – Compulsory purchase, landlord & tenant and rating**  
Geoff Fisher, Consultant Chartered Surveyor, Strettons, and IRRV National President  
Chair: Ian Ballance, IRRV Scottish Association Executive
- B. Welfare Rights – secured in a recession?**  
Richard Gass, Manager of Welfare Rights & Money Advice, Glasgow City Council and Chair, Rights Advice Scotland  
Chair: Jenni Craig, IRRV Scottish Association Executive
- 11.35 REFRESHMENTS IN EXHIBITION AREA**
- 12.05 PLENARY SESSION FOUR: DELIVERING IN THE RECESSION – THE CEOs**  
Bernadette Malone, Chief Executive, Perth & Kinross Council  
Brian Souter, Chief Executive, Stagecoach PLC (invited)  
Chair: Lynn Brady, IRRV Scottish Association Executive
- 13.00 LUNCH**
- 14.00 ON-LINE CUSTOMER SERVICES**  
Carol Cutler, Director of Customer Services and Business Transformation, Harrow Council  
Chair: Alistair McNair, IRRV Scottish Association Executive
- 14.45 THE CHANGEMAKER – CONTINUOUS IMPROVEMENT**  
Chris Howells, The Continuous Improvement Practice Ltd  
Chair: Brian Jeffrey, IRRV Scottish Association President
- 15.30 PRESIDENT'S ADDRESS**  
Geoff Fisher, IRRV President
- 15.50 VOTE OF THANKS AND CONFERENCE CLOSE**  
Jim McCafferty, IRRV Scottish Association Vice-President

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1-2 SEPTEMBER 2010 CRIEFF HYDRO HOTEL CRIEFF

**DELEGATE BOOKING FORM**

**DELEGATE FEES**

**Rate A\*** £448.00 + £78.40 VAT

**Rate B\*** £364.00 + £63.70 VAT

**Rate C** £234.00 + £40.95 VAT

\*IRRV members 10% discount on rates A and B – give membership number below

**Name** \_\_\_\_\_

**Position** \_\_\_\_\_

**Email** \_\_\_\_\_

IRRV MEMBERSHIP NO \_\_\_\_\_

- Rate A**       **Rate B**       **Commercial**  
 **Rate C** Wednesday 1 September     **Rate C** Thursday 2 September

**I require B&B accommodation for Tuesday 31 August at £84.00 + £14.70 VAT**

**No charge:** Fourth delegate from same organisation applying for the same delegate rate (cheapest free)

**Half Day:** My organisation is sending at least two Rate A or B delegates and wishes further details of the 'half day' delegate special offer

Authority/Firm \_\_\_\_\_

Address \_\_\_\_\_

\_\_\_\_\_ Postcode \_\_\_\_\_

Tel no \_\_\_\_\_ Fax no \_\_\_\_\_

Purchase order no \_\_\_\_\_ I enclose remittance of £ \_\_\_\_\_

Signature \_\_\_\_\_ Date \_\_\_\_\_

Cheques payable to IRRV. For Visa and Mastercard please complete the details below.

Please debit my Visa/Mastercard No.

□□□□ □□□□ □□□□ □□□□

Authorisation code: □□□□

Expiry date \_\_\_\_\_ Amount paid £ \_\_\_\_\_

Name \_\_\_\_\_ Signature \_\_\_\_\_

To whom should an invoice be issued?

Name/Address \_\_\_\_\_

Postcode \_\_\_\_\_

IRRV Scotland, Fraser Macpherson, 2a Argyle Street, Dundee, DD4 7AL  
T 01382 456029 F 01382 456029 www.irrv.org.uk E scotland@irrv.org.uk

**CANCELLATIONS**

A refund of 55% of each delegate fee paid will be made for all cancellations notified in writing or by fax up to and including Friday 23 July 2010. We regret that no refunds can be made after that date for whatever reason. However, delegates may be substituted at no extra charge providing reasonable notice is given.

**DATA PROTECTION**

The Institute is registered under the Data Protection Act 1998. If you DO NOT want your name and address given or sold to a third party, please TICK this box .

**SPEAKERS**

Speakers can be subject to change.

**COMMERCIAL ORGANISATIONS**

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**IRRV CONFERENCE DIARY 2010**

**BENEFITS AND REVENUES TRAINING COURSES – SCOTLAND**

Falkirk and Grangemouth September – December 2010

**UK ANNUAL CONFERENCE AND EXHIBITION**

Harrogate 28 September – 1 October 2010

**SCOTTISH REVENUES SYMPOSIUM**

Grangemouth October 2010

**SCOTTISH BENEFITS CONFERENCE AND EXHIBITION**

Crieff 1 – 2 December 2010

IRRV would like to thank the following conference sponsors:

**SCOT++CO**  
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The Institute of Revenues, Rating and Valuation is the professional body for local taxation, benefits and valuation. We promote best practice and support the professional activities of our members working in government and commerce.