

Conference 2021 - Agenda

Tuesday 14 September

6.00 – 7.30pm	Courtyard Suite, followed by dinner served in the Courtyard Suite at 8pm Facilitators x 5	Group networking - Topics open discussion <ol style="list-style-type: none"> 1. Practical's of compliance 2. Cash collection 3. Single tickets 4. Marketing
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Wednesday 15 September

09.00	Hall Lobby - Registration Exhibitors area (Moncrieffe) - Refreshments	
Conference Facilitator: Colette Norman		
09.30	Courtyard Suite	Welcome and opening address: David Griffiths - Chairman, Hospice Lotteries Association
09.45	Courtyard Suite	Opening speaker: John Knight – LOROS CEO and Trustee for Hospice UK
10.15	Courtyard Suite	Kirsty Burnham - Thames Hospice: Telesales successes and "Tricks of the Trade"
10.55	Exhibitors area – Moncrieffe	Refreshments and networking
10.55	Badgworth	Introduction to the HLA: Delegates with 18 months and less lottery experience
11.25	See separate page for rooms	Workshops: See separate page for details
12.35	Moncrieffe, Lounge, and Conservatory Bar	Lunch: Buffet to be served, seating provided in the Conservatory Bar for informal networking or, weather permitting, outside on the terrace
13.50	Courtyard Suite	Paul Courtney – Children's Hospice South West. "We're all on the same team"
14.20	See separate page for rooms	Workshops: See separate page for details
15.30	Exhibitors area – Moncrieffe	Refreshments and networking
16.00	Courtyard Suite	Carmel Hudson Air Ambulance
16.40	Courtyard Suite	Tom Abbott - Trustee, Hospice Income Generation Network. Protecting the future of the Hospice movement, together
16.50	Courtyard Suite	David Griffiths, Chairman - update from the Board
17.00	Courtyard Suite	Hospice Lotteries Association Annual General Meeting

7.30 pm - Pre-Dinner Cocktail Reception in the Lounge kindly sponsored by TBC
8pm Gala Dinner – Courtyard Suite kindly sponsored by Gatherwell

Thursday 16 September

Conference Facilitator: Colette Norman		
9.15	Courtyard Suite	Welcome Back from Lead Sponsor: Brian Todd, Donorflex
09.30	See separate page for rooms	Workshops: See separate page for details
10.40	Courtyard Suite	In the spotlight – Q&A with the conference team sharing ideas and successes
11.15	Exhibitors area – Moncrieffe	Refreshments and networking
11.45	See separate page for rooms	Workshops: See separate page for details
12.55	Courtyard Suite	Tony Carpenter, Director of Marketing & Communications. Phyllis Tuckwell Hospice Care. "Responding to change - Same World, Different Care."
13.30	Courtyard Suite	Close: David Griffiths – Chairman, HLA
13.45	Moncrieffe, Lounge, and Conservatory Bar	Lunch: Buffet to be served, seating provided in the Conservatory Bar for informal networking or, weather permitting, outside on the terrace

Workshops

Workshop	Leader/location
Time to speak with suppliers of goods and services to our industry – can they help you with that next big idea? Don't forget to collect your stickers to be in with a chance of winning a prize as well!	Exhibitors Moncrieffe Room
Lottery Supporters Journey from now on – not what was. 'What on Earth Just Happened!'	Jonathan Cook – Insightful D'eivile Room
Compliance Update	Gambling Commission Badgworth Room
Speed networking Networking: Topic corner (canvassing, recruitment, attrition, raffles, cash collections etc)	Delegates Indore Room

Speakers

Subject	Leader/location
WEDS 1: Conference opener	John Knight – LOROS CEO
WEDS 2: Telesales successes and “Tricks of the Trade”	Kirsty Burnham - Thames Hospice:
WEDS: 3: We’re all on the same team	Paul Courtney -
WEDS 4: TBC	Carmel Hudson -
WEDS 5: Protecting the future of the Hospice movement, together	Tom Abbott - Trustee, Hospice Income Generation Network
THURS 1: In the spotlight	Colette Norman, Paula Fogg, Stephanie Charles, Belinda Ellis
THURS 2: Responding to change - Same World, Different Care.	Tony Carpenter - Director of Marketing & Communications, Phyllis Tuckwell Hospice Care

Tuesday break out session

Subject	Leader/location
Introduction to the HLA: Delegates with 18 months and less lottery experience	HLA Board of Directors Badgworth
Short introduction and discussion aimed at providing a network of support helping delegates to get the most out of the conference.	

Sponsors

Main sponsor – Donorflex
 Gala Dinner – Gatherwell
 Brochure - Seale
 Tote Bags - Seale