

Stakeholder Event
Local Authority Commissioners of Advice Services

Monday 14th January 2019 - Satinwood Suite, Glasgow City Council Chambers,
George Square, Glasgow, G2 1DU

Programme

10.45: Tea and coffee served

11.00: Welcome (Lesley Haddow, Glasgow City Council)

11.10: **Improvement Service Update**

Andrew McGuire, Head of Transformation, Performance & Improvement

Sandra Sankey, Project Manager, Money Advice Outcomes

11.40: **Scottish Government Update**

Joe Dowd, Team Leader, Consumer and Citizens Advice Team

11.55: **Big Lottery Fund (Scotland)**

Philip Morland, Funding Manager

12.10: **Group discussions**

12.30: Lunch

13.10: **Citizens Advice Scotland Update**

Aaylia Seyal, Director of Customer Journey

13.30: **A focus on 'Quality' – Scottish Legal Aid Board**

Alison Bean

13.45: **Embedding the framework – a Local Authority approach**

John Campbell, North Lanarkshire Council

14.00: **Group discussions**

14.50: Summing up and next steps

15.00: Close