

Agenda

10.00	Arrival & coffee
10.30-10.35	Welcome
10.35-11.30	Presentations - The Journey
11.30- 12.15	Coffee, activity and opportunity to visit stands
12.15-12.30	What service looks like when done well
12.30 - 13.15	Lunch and another opportunity to visit stands and network
13.15 - 13.25	SASP - Power Up for the afternoon
13.30 - 15.05	Afternoon Break Out Rooms
15.05 - 15.20	Coffee
15.20 - 15.45	Discussion Groups
15.45	Final Words
16.00	Conference concludes