

08:30 – 09:30

Breakfast, registration and networking

09:30 – 09:40

Introduction and welcome: Anne Godfrey, Chief Executive, The Chartered Institute of Environmental Health

09:40 – 10:10

Keynote speaker: Dr Daniel Susskind – The future of professional bodies

*Get Smart*

*Smart Data*

*Future Smart*

10:20 – 10:40

People first: CRM benefits for the British Orthopaedic Association

Delivering value to members and delegates through mobile apps

Future-proof your member relationships with AI and smart systems

10:50 – 11:10

Reality of fantasy? Key considerations for Professional Awarding Bodies and other non-profit organisations embarking on a digital project

Creating lakes and rainbows: deploy supporter data at an individual level without compromising internal resource

Don't fear the future, define it

*Coffee break and networking*

11:30 – 11:50

Using engagement scoring to improve the member experience and drive retention

Why your organisation needs to be data-driven, connected, empowered and trustworthy

NFPs and the future of engagement

12:00 – 12:20

Modern tools for today's non-profits

Quit whinging! You have the data – building supporter engagement

Preparing your organisation to take advantage of modern technology

12:30 – 13:10

Lightning Talks

*Lunch and networking*

14:10 – 14:40

Keynote speaker: Natalie Campbell – The power of tech for good

14:50 – 15:10

Supporting Childline and Helpline with Microsoft Dynamics

Why good quality, well-governed data is the key to your future success

Putting customer engagement at the heart of your digital transformation strategy

*Coffee break and networking*

15:40 – 16:25

Panel and Roundtable Discussions

16:30 – 17:00

Keynote speaker: Will Higham – The impact of technology

*Drinks, canapés and networking*