

SPONSORSHIP OPPORTUNITIES



**Scotland &
Northern Ireland
Local Authorities**

**2023 -
2024**

Customer services & digital transformation

The Scottish Local Authorities Customer Service Managers' Group comprises the managers and budget holders with responsibilities for customer services within Scottish Local Authorities.

The group is a peer-to-peer knowledge sharing hub, facilitated by Esther Gunn-Stewart of Gunn Stewart Solutions, a former Local Authority Head of Service.

The content and guests are carefully selected to be relevant and interesting to the group members. As a result, engagement with the group is high.

The majority of Scottish Councils are usually represented, depending on the subject matter and people's availability. Members of the group will forward invites on to relevant colleagues in other areas of the business, such as IT and transformation.

We have recently opened the group and events up to managers in Northern England and Northern Ireland.

“ It was really well attended, and discussion was very lively, providing good insight for us. We’ve since gone on to sponsor the annual conference and then an RPA working group for local authorities to explore ways of joint working. It’s been a great way of getting to know people in local authorities. ”

Stephen Coia, Joint Managing Director, VKY Intelligent Automation Ltd

Upcoming opportunities

Thursday 7
September 23

Online learning event

1 x sponsorship available

Thursday 14
September 23

LocalGovCamp* F2F Conference, Glasgow

Multiple packages available

Thursday 12 October
23

Online learning event

Content Guru and Softworx

Thursday 23
November 23

Online learning event

1 x sponsorship available

Thursday 25
January 24

Online learning event

1 x sponsorship available

Thursday 29
February 24

Online learning event

1 x sponsorship available

Thursday 25
April 24

Online learning event

1 x sponsorship available

Thursday 16
May 24

Annual Conference F2F, Glasgow

Multiple packages available

*In partnership with the Public Sector Digital Transformation Forum.

Testimonials

"The Scottish Local Authority Customer Service group is an excellent networking environment for customer service professionals from a local government background. We explore progressive technology to modernise the delivery of customer service in a local government environment. Most importantly, we provide a safe space to allow staff to talk freely about organisational culture alongside their peers and like-minded professionals.

Events are free to allow maximum participation from financially challenged local government teams with the assistance of supportive suppliers. This enables large attendance when meeting face to face in addition to our online meetings."

Stephen Daly, Citizen and Library Service Manager, West Dunbartonshire Council

"We will only meet the shared challenges in local government through collaboration and the SLACS group is an excellent forum for doing that and seeking alternative perspectives on common issues, what works and what doesn't.

Taking time out at the events to meet colleagues and suppliers is also useful opportunity to learn and look beyond the tactical day to day issues and to seek inspiration and support from others – and to have a laugh!"

Bob Miller, Customer Engagement Manager, Argyll and Bute Council

"I have found these events an invaluable source of information and support. Speaking to colleagues/suppliers has often unlocked simple solutions to issues I have been having that I had just never thought about. Having the space to speak to other colleagues and see what is new in the industry is so important as you tend to get blinkered when you are just trying to run your service.

The group is an open bunch of people who are all eager to share their knowledge and experience and as a relatively new manager in this area this has helped me enormously. I never feel embarrassed to ask for support from the group and anything I have asked ideas from others have always been forthcoming."

Liz Colledge, Service Centre Manager, Perth & Kinross Council



For further information or to discuss availability contact:



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Further information on the Learning Events and Scottish Local Authorities Customer Services Managers' Annual Conference is available on the website:

www.gunnstewart.co.uk/events