



Delegate Pack

The Highland Third Sector Interface Conference 2024: Understanding the Importance of Relationships in Social Change

Thursday 13th June 2024

UHI, Inverness

1 Inverness Campus, Inverness, IV2 5N





Welcome from our Chief Officer

On behalf of the Highland Third Sector Interface (HTSI), it is my pleasure to extend a warm welcome to each of you to the HTSI Conference 2024.

At HTSI, we are dedicated to fostering collaboration, advocacy, and support for the diverse tapestry of community groups, clubs, and charities across Highland. We serve as a conduit between sectors, working closely with public bodies and third sector organisations to amplify the impact and value of community development initiatives.

This annual conference stands as a testament to our commitment to driving positive change and nurturing the relationships that underpin our collective efforts. Year after year, it serves as a cornerstone event for senior representatives of the third sector and colleagues from public sector organisations. It is a platform where we converge to exchange ideas, share experiences, and chart a course toward more inclusive communities.

But why do we gather every year? The answer lies in our belief in the power of relationships. Relationships form the cornerstone of everything we do, shaping our interactions, collaborations, and ultimately, our impact on the communities we serve. In today's rapidly evolving landscape, characterised by digital transformation and organisational complexities, the importance of relationships cannot be overstated.

This year's conference theme invites us to explore the intricacies of relationships in the individual, organisational, and digital spheres. As community development practitioners, we are tasked with cultivating meaningful connections, fostering collaboration, and driving sustainable change. Today we delve into the nuances of relationship-building, reflecting on our existing connections, and envisioning pathways for greater impact.

Through engaging keynotes and insightful breakouts, we aim to ignite dialogue, provoke thought, and inspire action. From exploring the transformative potential of AI to mastering the art of difficult conversations, each session offers an opportunity for learning, growth, and collaboration.

I extend my heartfelt gratitude to our esteemed speakers and each of you for your support and participation. Your presence here today reflects our shared dedication to driving positive change and creating a brighter future for all.

Warm regards,
Mhairi Wylie

Programme

- 09.15 **Registration** (The Corrie)
Enjoy a hot drink and collect your delegate pack
- 09.45 **Opening** (Lecture Theatre)
Welcome by Mhairi Wylie
Opening remarks by Derek Brown (Chief Executive Highland Council)
- 10.15 **Keynote** (Lecture Theatre)
Dr Samantha May - Questioning Extremism: Mapping the Relationship Between Charities and Counter-Terror Measures
- 10.45 **Breakouts: Round 1**
- What you need to know about crowdfunding (Room 224)
 - Exploring relationships between faith based charities, government policy, rhetoric and public opinion in Highland (Room 212)
 - The foundations of working with corporate partners (Lecture theatre)
 - Mapping Perspectives: Engaging in a Rich Picture (Room 209)
 - Exploring human rights in Highland (Room 221)
 - Keeping your data safe in the time of using AI tools (Room 211)
- 11.45 **Keynote** (Lecture Theatre)
Chris Lines - Unlocking the Potential of AI: Empowering Nonprofits for Social Impact
- 12.15 **Networking Lunch** (The Corrie)
- 13.10 **Panel discussion - AI: Promise or Peril in a digital age?**
(Lecture Theatre)
Use the Slido to submit your questions (see QR code on page 15)
- Our panellists are:
Tim Wright (Chair), Chris Lines, Sam Rhynas and Samantha May.

14.00 **Breakouts: Round 2**

- Exploring Microsoft Copilot: Unlocking the Potential of AI for the third sector in Highland (Room 224)
- How better endings could build a stronger civil society (Room 221)
- Navigating the language of change (Room 209)
- The foundations of working with corporate partners (Lecture theatre)
- Keeping your data safe in the time of using AI tools (Room 211)

15.00 **Keynote** (Lecture Theatre)

Iona Lawrence - Embracing Endings: A Journey Towards Better Relationships and Sustainable Change

15.30 **Breakouts: Round 3**

- Exploring Microsoft Copilot: Unlocking the Potential of AI for the third sector in Highland (Lecture theatre)
- This is what you need to know about crowdfunding (Room 210)
- How better endings could build a stronger civil society (Room 221)
- Navigating the language of change (Room 209)
- Mapping Perspectives: Engaging in a Rich Picture (Room 224)
- Exploring human rights in Highland (Room 212)

16.30 **Closing** (Lecture Theatre)

Closing remarks by Mhairi Wylie

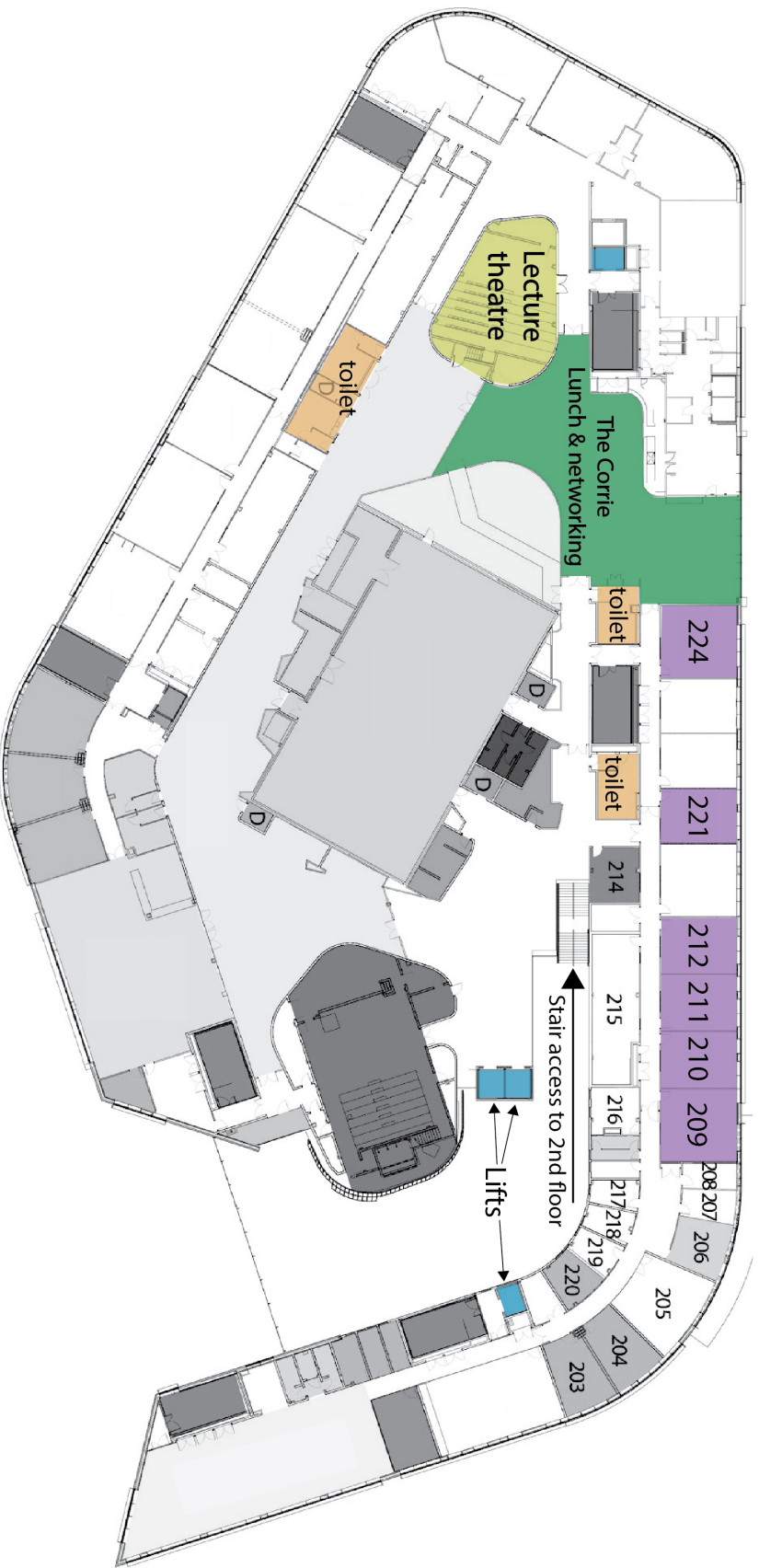
16.40 **Networking Reception** (The Corrie)

Enjoy some soft drinks and networking before we all head off.

Floorplan

All keynotes take place in the Lecture Theatre

Break outs take place in the lecture theatre and in rooms 224, 221, 212, 211, 210 and 209 (In purple below). For more information see page 8.



Keynote Information

Questioning Extremism: Mapping the Relationship Between Charities and Counter-Terror Measures

Join Dr Samantha May, senior lecturer in Politics and International Relations at the University of Aberdeen, as she delves into the complexities surrounding the relationship between counter-terror policies and the charitable sector, particularly focusing on Muslim charities in the UK. In her talk, Dr May unravels the layers of suspicion surrounding Muslim charities in the UK, arguing that such scrutiny undermines efforts to combat violent extremism effectively.

Drawing from her insightful article, "Muslim charity in the United Kingdom: Between counter-terror and social integration," Dr May challenges assumptions and sheds light on the disproportionate targeting and surveillance faced by Muslim charities.

With a critical lens, she examines the vague definition of "extremism" and questions the rigidity of "fundamental British values". Noting that such policies not only fail to discourage terrorism but also hampers charitable work, worsening the predicament

Unlocking the Potential of AI: Empowering Nonprofits for Social Impact

Chris Lines, Territory Channel Manager at Microsoft, delves into the transformative power of Artificial Intelligence (AI) and Copilot for nonprofits. Drawing from his extensive experience in technology and social impact, Chris sheds light on how AI can revolutionise nonprofit operations, amplifying outreach efforts and driving meaningful change within communities.

Chris will provide insight into the changing landscape of digital relationships, exploring how technological advancements are reshaping interactions and collaborations within the sector. As part of this discussion, Chris will introduce the innovative new Nonprofit Community, a collaborative platform designed to foster knowledge-sharing and innovation among nonprofits in the digital age.

Don't miss this enlightening session that promises to redefine perspectives on the future of technology, philanthropy, and digital relationships.

Keynote Information

Towards better endings: exploring the neglected chapters of organisational life

Civil society leaders invest time, commitment, determination, hope and passion in charities and nonprofit organisations. So it can be hard or even counter-intuitive to sense when something might be nearing an end - a project or programme, a leadership tenure or a closure or merger. And yet it seems that endings are now an unavoidable part of everyday life, so is now the time we must all start paying attention to them, embracing them and harnessing their potential?

Iona Lawrence brings to the conference a thought-provoking keynote as she shares her insights on the importance of anticipating, planning and funding endings in order to build a stronger civil society. Through compelling anecdotes and practical strategies, she will share valuable perspectives on how to approach endings with courage, compassion, and purpose. Learn from a seasoned expert and discover the transformative power of embracing endings as a catalyst for strengthening and renewal.



Breakout Information

	Break out 1 10.45- 11.45	Break out 2 14.00- 15.00	Break out 3 15.30- 16.30
Exploring Microsoft Copilot: Unlocking the Potential of AI for the third sector in Highland		✓ Room: 224	✓ Lecture theatre
This is what you need to know about crowdfunding	✓ Room: 224		✓ Room: 210
How better endings could build a stronger civil society		✓ Room: 221	✓ Room: 221
Exploring relationships between faith based charities, government policy, rhetoric and public opinion in Highland	✓ Room: 212		
Navigating the language of change		✓ Room: 209	✓ Room: 209
The foundations of working with corporate partners	✓ Lecture theatre	✓ Lecture theatre	
Mapping Perspectives: Engaging in a Rich Picture	✓ Room: 209		✓ Room: 224
Exploring human rights in Highland	✓ Room: 221		✓ Room: 212
Keeping your data safe in the time of using AI tools	✓ Room: 211	✓ Room: 211	

Exploring Microsoft Copilot: Unlocking the Potential of AI for the third sector in Highland

Workshop facilitated by Chris Lines

Join Chris Lines from Microsoft as he demonstrates the practical applications of Artificial Intelligence (AI) software Microsoft Copilot, showcasing how this technology can revolutionise the third sector. By addressing concerns and highlighting opportunities, this session aims to inspire attendees to embrace AI innovations for capacity building and social impact. With support from Chris, give Copilot a go and discover how it can tackle for example capacity challenges and be a useful tool in supporting charitable aims.

This is what you need to know about crowdfunding

Presentation and Q&A by Tim Wright

Tim Wright is sharing his specialist knowledge as to what is most important when developing a strategic crowdfunding campaign. Join Tim who will be happy to answer questions and offer insights into the future of online fundraising and harnessing community connections to secure investment.

Breakout Information

How better endings could build a stronger civil society

Round table discussion facilitated by Iona Lawrence

Engage in a dynamic round table discussion led by Iona Lawrence, where participants will explore the nuances of navigating organisational endings with intentionality and care and with the ultimate aim of delivering impact for people, communities and society. From reflecting on past experiences to envisioning future possibilities, this session offers a collaborative space to share insights, exchange best practices, and discuss strategies for designing better endings. Whether you're grappling with project closures or organisational transitions, join Iona and fellow attendees in unpacking the complexities of endings and discovering pathways to impactful closure and civil society renewal.

Exploring relationships between faith based charities, government policy, rhetoric and public opinion in Highland

Round table discussion facilitated by Dr Samantha May and Lizzie Wood

Dr Samantha May and HTSI's Refugee Resettlement Officer Lizzie Wood will host a round-table and provide prompts and a space for us to discuss the relationships in Highland between faith based charities, how government policy and rhetoric impacts that and the importance of public opinion in Highland.

Navigating the language of change

Workshop by Jeremy Scuse from Catalyst Mediation

Join Jeremy Scuse from Catalyst Mediation for an insightful workshop on mastering the art of navigating difficult conversations. Drawing from years of experience in conflict resolution and facilitation, in this short session Jeremy will guide participants through practical strategies for addressing challenging interactions with confidence and clarity. From understanding the dynamics of relationships to fostering open communication and trust, this session offers valuable tools and insights to empower individuals in managing conflict effectively. Whether you're dealing with workplace disputes, interpersonal tensions, or organisational challenges, this workshop equips you with the basic skills to navigate difficult conversations with poise and professionalism.

Breakout Information

The foundations of working with corporate partners

Presentation and Q&A by Morrison Construction

Presentation and Q&A by Mia Keith and Jonathan Jones from Morrison Construction. Mia Keith, CSR Coordinator, and Jonathan Jones, Technical Director for Morrison Construction Highland, are hosting a short session on corporate and third sector relationships in Highland. With case study examples, come along to hear about the projects Morrison Construction has built up over the years, and how these partnerships deliver on organisational sustainability and cultivate a strong connection to communities. This is an opportunity to learn about how corporate relationships are built, about identifying your value as a third sector organisation to a business, and to ask questions to those looking for engagement opportunities.

Mapping Perspectives: Engaging in a Rich Picture

Workshop facilitated by Mhairi Wylie from HTSI

Join Mhairi Wylie for an interactive introduction to Rich Picture methodology, designed to dive into the world of visual problem-solving as we explore how to depict complex situations using diagrams, symbols, and words. This hands-on session allows participants to create their own rich pictures and gain practical insights into its applications.

Discover the versatility of Rich Pictures as we discuss various organisational contexts where this method can be utilised effectively. From program evaluation to project planning, Rich Pictures provide a holistic view of issues, fostering shared understanding and facilitating strategic decision-making.

Whether you're tackling community development initiatives or addressing organisational challenges, Rich Pictures offer a powerful toolset for navigating complexity and driving positive change.

Breakout Information

Exploring human rights in Highland

Round table discussion facilitated by Graham Ross from HTSI

Join the THRE team (Third Sector Human Rights and Equalities) as we explore how organisations can take a human rights and equalities first approach to organisational development and delivery. Sign up to this session to learn about what we mean by human rights and equalities, the systems we use to apply this approach, and how it can help us build better relationships both within our organisations and with the communities we support.

Keeping your data safe in the time of using AI tools

Presentation and Q&A by Sam Rhynas from effini

With the increasing impact of AI in our daily work routines, it's crucial to remember the pivotal role data plays in shaping the outcome of engaging with AI. Understanding the essentials around data creation, management, and protection is pivotal. Join this sessions to exploring best practice in data management to support your own adoption of AI.

Speaker Information



Chris Lines

Chris Lines, Territory Channel Manager at Microsoft, is dedicated to leveraging technology for social impact. With a focus on supporting nonprofits globally, Chris works to empower organisations with cutting-edge technology and services. He is passionate about showcasing the positive opportunities that AI and tech innovations can bring to the third sector.



Graham Ross

Graham joined the HTSI team in March of 2023 as Development Officer - Human Rights & Equalities. This role links in on a project with THRE (Third Sector Human Rights and Equalities) to deliver training and advice to third sector charities on promoting Human Rights and equalities in their organisations. Graham dedicated fifteen years in residential childcare, in various positions before joining the HTSI team.



Iona Lawrence

Iona Lawrence is the Co-Founder of The Decelerator, a new organisation on a mission to change the way endings are managed in civil society. With a wealth of experience in organisational development and campaigning, Iona has led transformative initiatives globally with a focus in the UK. From founding the Jo Cox Foundation to coordinating coalition campaigns at Save the Children, her work embodies a commitment to driving positive social change through collaboration and strategic action.



Jeremy Scuse

Jeremy Scuse is a seasoned mediator and facilitator, bringing over two decades of experience in international marketing and conflict resolution. Accredited with CEDR since 1999, Jeremy specialises in facilitating difficult conversations and guiding individuals and organisations towards constructive solutions. With a focus on inclusivity, innovation, and trust, he has mediated hundreds of cases for companies, government organisations, and charities. Jeremy's future-focused approach and commitment to understanding clients' needs ensure effective conflict resolution and positive outcomes.

Speaker Information



Lizzie Wood

Lizzie joined HTSI as Refugee Resettlement Officer in December 2022, initially focussing to support the third sector response to the Ukrainian Resettlement in Highland, and now more broadly working with displaced people in Highland to ensure those communities get access to services and support. Having spent time working with displaced people both in the UK and abroad, she is dedicated to welcoming people who are newly arrived in Scotland.



Mhairi Wylie

Mhairi, Chief Officer at HTSI graduated from Aberdeen University in 2004. With a background in the Third Sector, including roles at Ross and Cromarty Citizens Advice Bureau, she joined HTSI in 2012. Mhairi's commitment to community extends to volunteering, inspiring her to pursue an MSc in Development Management in 2021. Known for integrating creativity into her work, the HTSI office is adorned with collaboratively produced art, fostering an innovative environment. Appointed to the Board of the Scottish Fire and Rescue Service in 2018, Mhairi's diverse experiences enhance her understanding of public sector dynamics, contributing to her impactful leadership at HTSI.



Mia Keith

Mia Keith started with Morrison Construction Highland in 2022 and for the past year has been working within the Building Highland's Communities team as Corporate Social Responsibility (CSR) Trainee. The team support various third sector groups and organisations in the Highlands to ensure that there is local reinvestment where they operate. Mia has enjoyed being part of developing various projects and partnerships and will be available on the day to share inspiring case studies from Morrison Construction and broader information on corporate relationships.

Speaker Information



Sam Rhynas

With extensive technical & strategic experience, Sam works with organisations to build data, AI and automation into their core strategy, establishing best practice for governance and management. Effini has collaborated with organisation including Scottish Enterprise and SCVO to deliver workshop programmes to enhance data and AI skills across organisations. Sam sits on the Scottish AI Alliance Leadership Circle, focusing on Scotland's AI Strategy. Passionate about diversity within the technology sector, she leads Girl Geek Scotland.



Samantha May

Author of the book *Islamic Charity: How Charitable Giving Became Seen as a Security Threat* (2021, Bloomsbury) and several journal articles, Dr Samantha May is a senior lecturer in Politics and International Relations at the University of Aberdeen. Her current British Academy funded research aims to showcase the positive aspects of charitable giving in Britain, arguing acts of giving and generosity can assist in social cohesion and social belonging. Concerned that current counter-terror policies are disproportionately and negatively effecting charitable services, her research seeks to offer alternative understandings of charitable giving as an important tool against societal fragmentation and "extremism".



Tim Wright

Tim Wright is Director and co-founder of twintangibles, a UK based management consultancy that helps organisations create value through accessing the crowd economy. With notable contributions to the OECD, European Commission, and Scottish Government, Tim is a leading figure in the crowdfunding realm. His extensive experience includes advising and writing on crowdfunding strategies and policy-making, making him a sought-after authority in the field.

Further Information



Parking Information

Parking is free, and there are three car parks. If you arrive and the first car park is full, drive along to find more parking opportunities.

For more information about accessing the venue, please scan the QR code or visit <https://www.inverness.uhi.ac.uk/study/our-campus/>



Slido

During the panel discussion at 13.10, we will be using an online app called Slido to support interactive elements. You do not need to install or register your details to use this, and the app can be accessed quickly by scanning the QR code on your phone or going to www.slido.com. Use the code #1416235 to participate.



Event feedback

Following today's event, we would very much welcome your thoughts on the conference, and ask that you complete our short event feedback form.



Suggestions box

In addition to a normal feedback form, we're also welcoming remarks in a quicker format - like a suggestions box. Please follow the QR code to submit any general thoughts on the go during the event - or speak to one of the HTSI staff members of course!

Delegate List

Name	Organisation
Alan Grant	HTSI
Alix Sutherland	Caithness Voluntary Group
Angela Stewart	HTSI
Angus MacInnes	Caithness Voluntary Group
Ann Traill	Voluntary Action in Badenoch and Strathspey
Ann Gillies	The Highland Council
Anne Magarin	Chest, Heart & Stroke Scotland
Anne Walker	Barnardo's
Anne Clarke	Glen Urquhart Rural Community Association
Barbara Gray	Caithness Voluntary Group
Brian Robson	Highlands and Islands Enterprise
Bryan Dods	Caithness Voluntary Group
Cai MacIver	The Highland Council
Cath Wright	HTSI
Charlotte Mackenzie	HTSI
Chris Lines	Microsoft
Christine Mackenzie	Scottish Care
Christine Ross	Voluntary Groups Sutherland
Courtney Morrison	HTSI
Craig Finnie	Scottish Union Learning
David Massey	The Apprentice Store
Dawn Walker	SNAP (Special Needs Action Project)
Deanna White	Action for Children
Derek Brown	Highland Council
Elaine Feeney	Inspiring Young Voices
Emanuela Todea	CrossReach
Emily Stokes	Mikeysline
Emma Knox	Chest Heart and Stroke Scotland
Ffiona Mackenzie	HTSI
Fiona Cormack	Scottish Union Learning
Gabrielle Buist	HTSI
Gaener Rodger	Inspiring Young Voices

Delegate List

Name	Organisation
Gail Prince	Highland Community Planning Partnership
Gaynor Gall	Action for Children
Graham Ross	HTSI
Gwen Harrison	Scottish Care
Hannah Barrows	HTSI
Harry Tedstone	Highland Hospice
Hayley Graham	Community Partnership (Highland Council)
Helena Macleod	High Life Highland
Iona Lawrence	The Decelerator
Isobel Grigor	Calman Trust
Jaci Douglas	Care and Learning Alliance (CALA)
James Dunbar	New Start Highland
James Turner	Highlands and Islands Enterprise
Jean Macallum	Myself Management
Jennifer Baughan	The Highland Council
Jeremy Scuse	Catalyst Mediation
Jonathan Jones	Morrison Construction
Judith Robertson	Befrienders Highland Ltd
Julia Dall	HTSI
Karen Derrick	Voluntary Action Badenoch and Strathspey
Karen McEwan	Families Outside
Keith Walker	Individual
Kevin Flett	HTSI
Kirsteen Wood	Inspiring Young Voices
Laura Fisher	Highland Community Planning Partnership
Lauren Pyott	Science Ceilidh
Lauren McNaul	Action for Children
Lindsay Linning	RASASH
Lizzie Wood	HTSI
Luthien Lark	HTSI
Lyndsey Johnston	Highland Council
Lynn McNeil	Highland Community Planning Partnership

Name	Organisation
Mairi MacAulay	New Start Highland
Margaret Campbell	HTSI
Margaret Standen	Voluntary Action Lochaber
Marion Rennie	Myself Management
Marion MacNeil	HTSI
Mhairi Wylie	HTSI
Mia Keith	Morrison Construction
Natalie Sutherland	HTSI Board
Nix Shaw	Scottish SPCA
Oscar Connah	Action for Children
Owen Watt	HTSI
Pauline Gibson	Hearing and Sight Care
Pegs Bailey	TSI Network/HTSI
Phil King	Highlands and Islands Enterprise
Philip Carr	East & Central Sutherland Citizens Advice Bureau
Rachel Brown	HTSI
Roisin Connolly	Connecting Carers
Sadie Kevill	The Highland Council
Sam Rhynas	effini
Samantha May	Aberdeen University
Sandra Brown	Highland Community Planning {Partnership
Sarah Fowler	Thriving Families
Siobhan MacKenzie	HTSI
Tena Mitchell	Action for Children
Tim Wright	twintangibles
Val Cooper	HTSI



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