



# conference

Glasgow, UK  
12th-15th August 2014



INSP's 18<sup>th</sup> Annual Conference

1994 – 2014: INSPiring change for 20 years

Crowne Plaza Hotel, Glasgow, UK





**DRAFT AGENDA: the final programme will be available online in advance of the conference and you will be given a copy upon arrival at the hotel.**

**ARRIVALS DAY | Tuesday 12<sup>th</sup> August**

*Delegates arrive and are welcomed to the hotel by INSP staff and volunteers*

**OPTIONAL ACTIVITY 1: Street paper training day**

*\*\*\*You must arrange with INSP in advance if you wish to attend\*\*\**

- 0900** Welcome and official start to the day – *Maree Aldam*
- 0910** **Session 1: Editorial planning and concepts** (*Facilitator – Alan Attwood, TBI Australia*)
- 1045** Coffee
- 1100** **Session 2: Social development and distribution strategies** (*Facilitator – Des Sharples, TBI UK*)
- 1230** Lunch
- 1330** **Session 3: Fundraising, advertising and income-generation** (*Facilitator – tbc*)
- 1500** Coffee
- 1515** **Session 4: Business planning** (*Facilitator – Keith Smith, TBI North*)
- 1630** Close of training day

**OPTIONAL ACTIVITY 2: Visit to The Big Issue offices**

- 1400** Visit to The Big Issue editorial and distribution offices [*walking tour*]  
*\*\*\*You must arrange with INSP in advance if you wish to attend\*\*\**
- 1730** **All delegates meet in hotel lobby**  
Delegates walk (10 minutes) walk to 'Exhibition Centre' train station (via the walkway over the motorway) and take the train 3 stops (6 minutes) to 'Argyle Street' and then walk (5 minutes) to the City Chambers building on George Square.
- 1830** **Formal welcome reception, Glasgow City Chambers**  
INSP Ambassador the Lord Provost of Glasgow  
Jim Mullan (CEO, The Big Issue UK)  
Serge Lareault (INSP Chair)  
Buffet dinner
- 2100** **Evening close**  
Delegates can take the train from 'Argyle Street' back to 'Exhibition Centre'. Thereafter, regular trains run (approx. every 10 minutes) from both 'Argyle Street' and 'Glasgow Central Low Level' (until 2330).

**DAY ONE | THE BUSINESS | Wednesday 13<sup>th</sup> August**

- 0900      Opening & overview of the conference**  
Serge Lareault – Chair, INSP, Nigel Kershaw – Chairman, The Big Issue Group,  
Maree Aldam – Chief Executive, INSP
- 0930      Speed networking**  
Delegates pair up for rotating 5-minute discussions to make introductions, share achievements and challenges and make new contacts.
- 1030      Coffee** (Delegates can leave their street papers on the tables at the back of the main hall)
- 1100      KEYNOTE SPEAKER: Starting social business**  
Josh Littlejohn – Founder of SocialBite, the Scottish Social Business and Microfinance Fund and the Scottish Business Awards.
- 1130      PANEL DISCUSSION: Creating a strong social business**  
PANEL CHAIR: Fay Selvan (The Big Issue in the North)  
Josh Littlejohn (Social Bite), Tim Harris (Real Change), Ole Sku (Hus Forbi), Jim Mullan (TBI UK)
- 1300      Lunch**
- 1400      GROUPS: Street Paper Exchange**  
**GROUP 1 – Vendor Support** *[For distribution and social development staff]*  
**GROUP 2 – Editorial development** *[For editors and editorial staff]*  
**GROUP 3 – Partnerships and fundraising** *[For fundraisers, directors, managers]*  
**GROUP 4 – Business Development** *[For fundraisers, directors, managers]*  
**Group 5 – Strategic Development** *[For directors of large, established street papers]*
- 1530      Coffee**
- 1600      INSP Annual General Meeting** *(Separate agenda will be available)*
- 1715      Close of day**
- 1815      Meet in hotel lobby**  
Delegates walk (10 minutes) walk to 'Exhibition Centre' train station (via the walkway over the motorway) and take the train 3 stops (6 minutes) to 'Argyle Street' and then walk (5 minutes) to 'The Briggait' building on Bridgegate.
- 1900      SocialBite buffet at The Briggait**  
An informal buffet dinner catered by SocialBite (who employ homeless people and some former Big Issue vendors). The venue, The Briggait, is part of the Wasps Studios social enterprise that supports arts organisations.
- 2100      Evening close**  
Delegates can take the train from 'Argyle Street' back to 'Exhibition Centre'. Thereafter, regular trains run (approx. every 10 minutes) from both 'Argyle Street' and 'Glasgow Central Low Level' (until 2330).

**DAY TWO | THE PRODUCT | Thursday 14<sup>th</sup> August**

**0900 Introduction to the day**

**0910 KEYNOTE SPEAKER: Publishing in a print & digital age**  
tbc

**0940 PANEL DISCUSSION: Street papers in the print & digital age**  
PANEL CHAIR: Alan Attwood (The Big Issue Australia)  
Hans van Dalftsen (Z Magazine), Paul MacNamee (The Big issue UK), Annelies Pichler (Megaphon), Sarah Harvey (Denver Voice)

**1110 Coffee**

**1130 GROUPS: Content & Innovation World Café**  
TABLE 1 – How important is content?  
TABLE 2 – Do we need to switch to digital?  
TABLE 3 – How is technology affecting our sales?  
TABLE 4 – How can we embrace social media?  
TABLE 5 – What is the next challenge on the horizon for our product?

**1300 Lunch**

**1400 Innovation exchange**  
Nigel Kershaw (The Big Issue UK) will chair a series of short presentations (with Q&A), about innovative street paper projects from around the network.

**1600 Close of day**

**1700 Meet in hotel lobby**  
Delegates walk (10 minutes) to 'Exhibition Centre' train station (via the walkway over the motorway) and take the train 1 stop (3 minutes) to 'Anderston' and then walk (10 minutes) to the Mitchell Theatre on Granville Street.

**1730 Buffet**

**1830 INSPiring Social Innovation event**  
Delegates will join 300 other invited guests (social entrepreneurs, business leaders, social enterprise practitioners, academics and journalists) at the Mitchell Theatre, for a panel discussion event.

**2000 Networking reception**  
Audience members will gather in the Mitchell Library's Main Hall for a networking drinks reception. (Please remember to wear name conference badges).

**2100 Close of evening**  
Delegates can take the train from 'Anderston' back to 'Exhibition Centre'. Thereafter, regular trains run (approx. every 10 minutes) from both 'Anderston' and 'Glasgow Central Low Level' (until 2330).

## DAY THREE | THE VENDORS | Friday 15<sup>th</sup> August

0900	<b>Introduction to day</b>
0910	<b>KEYNOTE SPEAKER:</b> Professor Suzanne Fitzpatrick – Director of Research Institute, Heriot-Watt University
0940	<b>PANEL DISCUSSION: Our vendors</b> PANEL CHAIR: Trudy Vlok (Big Issue South Africa) Professor Suzanne Fitzpatrick, Chris Alefantis (Shedia), Maria Sadowska (Gazeta Uliczna), Karin Lohr (BISS)
1110	<b>Coffee</b>
1130	<b>GROUPS: Roundtable discussions</b> <b>GROUP 1 – Sales and vendor recruitment</b> <b>GROUP 2 – Vendor support and training</b> <b>GROUP 3 – Working with vulnerable groups</b> <b>GROUP 4 – Economic migration</b>  <b>Strategic partnerships and future development</b> <i>[for directors of large and established street papers]</i>
1300	<b>Lunch</b>
1400	<b>Vendor Week &amp; The Big Sell-Off</b> (Maree Aldam) With contributions from Serge Lareault, Steven Persson, Jim Mullan & Chris Alefantis Followed by Q&A
1430	<b>Final word, thanks and feedback forms</b>
1500	<b>Open discussion sessions</b> There will be space for members to get together to discuss subjects/projects of their choice or to have meeting with other street paper staff. INSP will suggest some topics and we welcome delegate suggestions.
1700	<b>Close of day</b>
1900	<b>Drinks reception (Crowne Plaza Hotel Ballroom foyer)</b>
1940	<b>20<sup>th</sup> Anniversary celebration dinner (Ballroom)</b>
2000	<b>Dinner</b>
2300	<b>Ceilidh dance</b>
0100	<b>Close of evening</b>

# Draft Delegate List (1st July 2014)

Country	Street Paper/Organisation	Name	Position
<b>ASIA-PACIFIC</b>			
Australia	The Big Issue Australia	Alan Attwood	Editor
Japan	The Big Issue Japan	Kayoko Yakuwa	Editor
Japan	The Big Issue Japan	Tomomi Tsuchida	Editorial Staff
Taiwan	The Big Issue Taiwan	Huang Yu-Chen	Distribution Planning
Taiwan	The Big Issue Taiwan	Wang Pei-Lin	Distribution Planning
<b>EUROPE</b>			
Austria	Megaphon	Annelies Pichler	Director & Editor-in-Chief
Austria	Apropos	Katrin Schmoll	Editor
Austria	Augustin	Lisa Bolyos	Editor
Denmark	Hus Forbi	Ole Skou	Executive Editor & Chairman
Denmark	Hus Forbi	Rasmus Wexøe Kristensen	Leader og the sekretaery
Denmark	Hus Forbi	Poul Neilson	Editor
Denmark	Hus Forbi	Ask Svejstrup	Member of the board
Denmark	Hus Forbi	Henrik Jakobsen	Vendor / member of the board
Denmark	Hus Forbi	Henrik Søndergård Pedersen	Vendor / member of the board
Germany	Asphalt- Magazin	Volker Macke	Editor
Germany	BISS	Karin Lohr	Managing Director
Germany	BISS	Johannes Denninger	Social Work/ Sales Manager
Germany	BISS	Hildegard Denninger	Assistant to the CEO
Germany	Bodo	Susanne Schröder	Editor
Germany	Die Jerusalemmer	Andreas Böhm	Head of Institution
Germany	HEMPELS	Harald Ohrt	Fundraising
Germany	Hinz und Kunzt	Birgit Müller	Editor-in-Chief
Germany	Strassenfeger	Andreas Düllick	Editor-in-Chief
Germany	Strassenfeger	Urszula Usakowska-Wolff	Editor
Germany	Strassenfeger	Mara Fischer	Spendenmarketing
Germany	Straßenkreuzer	Ilse Weiss	Editor in Chief
Germany	Straßenkreuzer	Severine Weber	Journalist
Greece	Shedia	Chris Alefantis	Editor in Chief
Greece	Shedia	Sergios Milis	Vendors Network Coordinator
Italy	Terre di mezzo	Piero Magri	Executive Director
Macedonia	Lice v Lice	Klimentina Iljevski	Executive Director
Netherlands	Straatnieuws	Richard van Rijn	Head of Distribution
Netherlands	Straatnieuws	Frank Dries	Chief Editor
Netherlands	Z! Amsterdam	Hans van Dalfsen	Director & Editor
Norway	Ekko	Ole Martin Larsen	Editor
Norway	Erlik Norge	Dimitri Koutsomytis	Creative Leader
Norway	Megafon	Thomas Anthun Nielsen	Editor-in-Chief
Norway	Megafon	Jon Bjarne Samuelsen	Vendor Coordinator
Norway	Sorgenfri	Erlend Paxal	Manager
Norway	Sorgenfri	Viggo Mastad	Chairman of the Board
Poland	Gazeta Uliczna	Maria Sadowska	Coordinator of Social Enterprises
Russia	Put domoi	Arkady Tyurin	Editor-in-Chief
Serbia	Liceulice	Nikoleta Kosovac	Coordinator

## Draft Delegate List continued...

Country	Street Paper/Organisation	Name	Position
<b>EUROPE</b>			
Slovakia	Nota Bene	Zuzana Pohánková	Fundraising & PR
Slovakia	Nota Bene	Sandra Tordová	Editor-in-Chief & CEO
Slovenia	Kralji Ulice	Mirjam Gostinčar	Editor in Chief
Switzerland	Surprise	Svenja von Gierke	Fundraising/Marketing
Switzerland	Surprise	Florian Blumer	Editor
UK	The Big Issue in the North	Keith Smith	Assistant Director
UK	The Big Issue	John Bird	Founder and Editor-in-Chief
UK	The Big Issue	Jim Mullan	Chief Executive
UK	Big Issue Invest	Nigel Kershaw	CEO of Big Issue Invest and Group Chairman of The Big Issue
UK	The Big Issue	Des Sharples	National Sales Manager
UK	The Big Issue	Becky Mitchell	West Midlands Manager
UK	The Big Issue	Paul MacNamee	Editor
Ukraine	Prosto Neba	Maryana Sokha	Editor-in Chief
<b>SOUTH AMERICA</b>			
Argentina	Hecho	Patricia Merkin	Founder & Director
Brazil	Aurora da Rua	Eric Guyader	Founder & Director
Brazil	Boca de Rua	Maria Rossal	Coordinator
Brazil	Ocas	Rosi Rico	Editor
Colombia	Revista la Calle	Juan Carlos Celis Gonzalez	Director General
<b>NORTH AMERICA</b>			
Canada	Alberta Street News	Linda Dumont	Founder & Managing Editor
Canada	Alberta Street News	Rory Gaudon	Vendor
USA	Denver Voice	Sarah Harvey	Editor
USA	Denver Voice	Nicole Carlson	Secretary, Board of Directors
USA	One Step Away	Emily Taylor	Director
USA	Real Change	Tim Harris	Founding Director
USA	Real Change	Jenn Pearson	Volunteer Manager
USA	Real Change	Aaron Burkhalter	Staff Reporter
USA	Speak Up	Matt Shaw	Executive Director
USA	Speak Up	Lana Shaw	Senior Editor
USA	Street Wise	Suzanne Hanney	
<b>INSP BOARD</b>			
Canada	L'Itinéraire	Serge Lareault	INSP Chairperson/ Publisher, L'Itinéraire
			INSP Vice-Chair & Treasurer / Managing Director, The Big Issue South Africa
South Africa	The Big Issue South Africa	Trudy Vlok	
Australia	The Big Issue Australia	Steven Persson	INSP Secretary / CEO The Big Issue Australia
UK	The Big Issue in the North	Fay Selvan	INSP Director/ Group Chief Executive, The Big Issue in the North
Switzerland	Surprise	Paola Gallo Imwinkelried	INSP Director/ Managing Director, Surprise
<b>INSPSTAFF</b>			
UK	INSP	Maree Aldam	Chief Executive
UK	INSP	Zoe Greenfield	Project Manager
UK	INSP	David Rosie	Development Officer
UK	INSP	Billy Briggs	Editor

# Practical information

## (1) What to bring / prepare for the conference

Delegates are asked to bring the following:

- 20+ copies of your street paper to share with other delegates.
- A copy of your film/presentation, if you have been invited to participate in the Innovation Exchange.
- Smart clothes for the Lord Provost welcome reception.
- Formal wear or national dress for INSP's 20th anniversary celebration dinner.
- Waterproof jacket and/or umbrella (*It is Scotland!*).
- Comfortable shoes for walking (especially if you are participating in the Big Issue tour).

INSP requires **pre-registration** for all conference workshops and activities. Sessions will be assigned on a first-come, first-served basis, so delegates are strongly encouraged to sign up early. Delegates who have not registered prior to their arrival will be asked to do so before receiving their delegate packs.

**Registration can be done by returning the attached workshop registration form.**

## (2) Arrivals and Departures

Please ensure that you arrive no later than **17:00 on Tuesday 12<sup>th</sup> August** in order to attend the Welcome Reception that evening. If you are attending the 'How to' training day on **Tuesday 12<sup>th</sup> August**, please arrive on **Monday 11<sup>th</sup> August**.

Arrival: All delegates will be expected to make their own way to the hotel. Please see maps at the end of the pack.

Departure: We ask delegates to arrange their return or ongoing travel for **Saturday 16<sup>th</sup> August**.

If you require additional nights at the conference hotel, please arrange this in advance with INSP.

**Glasgow International Airport :** <http://www.glasgowairport.com/>

**Taxi:** A taxi from the airport to the hotel costs approximately £20.

**Bus:** The most convenient and cost effective means of transport from the airport is a direct public bus to the city centre. The journey takes approximately 25 minutes.

There are two buses you can take:

1) First 500 departs from Stand 1 outside the main terminal building. The service operates 24 hours a day, 7 days a week, leaving every 12min during peak times. A single fare costs £6.00 and an open return costs £8.50. The bus terminates at the Buchanan Bus Station in Glasgow City Centre, which is a 10-15 minute taxi ride to the hotel (approximate cost £8). Alternatively, alight at Glasgow Central Station and take a train to the Exhibition Centre (see below for details on the train).

You can find the timetable here: [http://www.firstgroup.com/ukbus/glasgow/journey\\_planning/timetables/index.php?operator=10&service=500&page=1&redirect=no](http://www.firstgroup.com/ukbus/glasgow/journey_planning/timetables/index.php?operator=10&service=500&page=1&redirect=no)

You can book in advance here: [http://www.firstgroup.com/ukbus/glasgow/journey\\_planning/glasgow\\_shuttle/book.php](http://www.firstgroup.com/ukbus/glasgow/journey_planning/glasgow_shuttle/book.php)

2) 747 Glasgow Airport Link leaves from Stand 2 every 30 minutes. The first bus is at 6.50 and the last bus is at 22.11. A single ticket costs £3.90 and a return costs £5. The bus terminates at Buchanan Bus



Station in Glasgow City Centre. From Buchanan Bus Station, you can take a 10-15 minute taxi ride to the hotel (approximate cost £8).

*If you are travelling on bus 747: you can ask the driver when you get on the bus to let you know when you should get off for the exhibition centre/SECC. Then either take a 5 minute taxi ride or a short walk (15 minutes) to the hotel (see map for directions). INSP recommends that delegates take a taxi if they arrive in the city after 20.00.*

Timetables for the 747 service are available here: [http://www.firstgroup.com/ukbus/glasgow/journey\\_planning/timetables/index.php?operator=10&service=747&page=1&redirect=no](http://www.firstgroup.com/ukbus/glasgow/journey_planning/timetables/index.php?operator=10&service=747&page=1&redirect=no)

**Glasgow Prestwick Airport:** <http://www.glasgowprestwick.com/>

Prestwick Airport is 32 miles from Glasgow City Centre. The most convenient way to get to and from the airport is by train. Monday to Saturday, trains run from 05.20 to 23.08 with three trains per hour. (On Sundays, 2 trains per hour operate from 08.50 to 23.07). Tickets can be purchased on the train. Passengers receive a 50% discount on the standard fare ticket price by showing their valid flight confirmation and photo ID when purchasing the ticket. The price of the discounted ticket is approximately £3.80 for a single journey. The train terminates at Central Station, approximately 10 minutes drive by taxi from the hotel (approximate cost £8).

Train timetable and discount information: <http://www.glasgowprestwick.com/to-and-from-prestwick/train-connections/default.html>

If arriving /departing out with train times (before 05.20 Monday-Saturday, before 08.27 on Sunday or after 23.08) there is a bus service:

Bus X99 leaves from Terminal Exit 4 and operates once a day from Glasgow Prestwick Airport at 23.59 and arrives at Buchanan Bus Station at 01.00. The ticket costs £10 for a single trip (£9 pre-booked, pre-booking must be made at least 12 hours in advance, pre-book here: <https://parking.glasgowprestwick.com/newbooking/Coach/CoachEntryPage.aspx>). Please take a taxi from the bus station to the hotel. There is a taxi rank outside the bus station (approximate cost £8).

**Edinburgh International Airport:** <http://www.edinburghairport.com/>

Edinburgh Airport has a direct bus link to Glasgow Buchanan Bus Station. The bus, Citylink Air, leaves outside the airport (Stand 1) from 05.00 to 23.30. Buses leave every 30 min between 06.00 and 19.30. Tickets are £11/single and £18/return. From Buchanan Bus Station, you can take a 10-15 minute taxi ride to the Crowne Plaza Hotel (approximate cost £8). Timetables and booking are available: <http://www.citylink.co.uk/citylinkair.php#bookings>.

### **Train / Bus Arrivals:**

All delegates arriving by train to Glasgow Central Station or Glasgow Queen Street Station or by bus to Buchanan Bus Station are asked to make their own way to the hotel, which is a short taxi ride away (approximate journey time: 10-15 minutes, cost: £8)

Alternatively, there is a train from Central Station to Exhibition Centre station near the hotel (2 stops from Central Station and 5 minutes walk from the hotel). Ask at the train station for details of where you can take this train. The fare is £ 1.60.

### **Car Hire:**

All airports offer car hire services, details of some reputable companies can be found below. Please check company websites for pick-up locations and opening hours.

### **Enterprise**

Price for 1 day rental: Small car (Mini) from ca. £60.00

Website: <http://www.enterprise.co.uk/>

### **Alamo**

Price for 1 day rental: Small car (Mini) ca. £50.00

Website: <http://www.alamo.co.uk/>

### **Hertz**

Price for 1 day rental: Small car (Mini) starting from ca. £60.00

Website: <https://www.hertz.co.uk>

### **Avis**

Price for 1 day rental: Small car (Mini) from ca. £53.00

Website: <http://www.avis.co.uk/>

### **Parking at the hotel**

There is a car park at the hotel. The cost for delegates staying at the hotel is £6 per night.

## **(3) Accommodation**

Delegates will be booked into a very comfortable, 4-star hotel & conference facility [Crowne Plaza Hotel](#) (one of the event sponsors, providing rooms and facilities at a heavily subsidised rate). All rooms have en-suite bathrooms, but accommodation will be on a **twin-room basis**. Delegates requiring single rooms should have noted this on their conference booking forms and will be charged an additional £25 per night supplement as part of their delegate fee.

Your delegate fee covers 4 nights in the hotel (12th to 15th August, inclusive). If you have requested on your booking form that we reserve **additional nights** in the hotel on your behalf, please pay for these nights directly to the hotel upon arrival.

**Address:** Crowne Plaza Hotel, Congress Road, Glasgow, G3 8QT

**Telephone:** +44 (0) 141 2212 022

**Check in and checkout times:** Check in is at 14.00 and check out is at 12.00. Luggage storage is available if delegates arrive before check in time.

**Reception:** 24hours

**Internet:** All delegates will receive one half-hour wireless internet card during the conference each day (13th, 14th and 15th August). Additional wireless internet cards can be purchased at the hotel's reception desk. For delegates without laptops, there are computers located at the mezzanine level of the hotel. To use these, please purchase internet vouchers at the hotel reception. Price depends on usage.

**Health and Fitness Centre:** The hotel has an indoor heated swimming pool, sauna and gym, which are complimentary for all hotel guests.

## **(4) The Conference Centre**

The conference will take place at the Crowne Plaza's conference facilities, which form a part of the hotel complex.

Some events will be held at other venues in Glasgow, delegates will travel together in groups with INSP staff.

## (5) Local Contact Details – Glasgow

**Address:** INSP, 200 Renfield St, Glasgow, G2 3QB, UK

**Telephone:** +44 (0) 141 3026553 (conference enquiries/Zoe)

**Email:** events@street-papers.org (all conference enquiries/ Zoe)

**Website:** www.street-papers.org

### Conference Organisers - Mobile Phones

Name	Position	Language	Telephone
Zoe Greenfield	INSP Project Manager	<i>English</i>	+44 (0) 7708 689 578
Maree Aldam	INSP Chief Executive	<i>English</i>	+44 (0) 7999 649 802
Cosmo	INSP Conference Intern	<i>English, Portuguese, some Spanish</i>	+44 (0) 7585 096687

In the first instance, please direct any questions/issues during the conference to Zoe.

## (6) Meals

**Breakfast:** A hot buffet breakfast is served daily from 06.00-10.00 Monday-Friday and from 07.00-11.30 Saturday and Sunday.

**Lunch:** A hot buffet lunch will be served in the hotel restaurant during the main conference days (13th, 14th and 15th August). Lunch will be provided on 12th for those attending the optional training day.

### Dinner and Evening Activities

#### - Tuesday 12th August: Welcome to Glasgow. Civic Reception and buffet supper

Delegates will have the opportunity to meet with friends and colleagues, old and new, at Glasgow's historic City Chambers. Plus special guests including conference sponsors.

#### - Wednesday 13th August: Social Bite buffet

- An informal buffet will be held at The Briggait which is located in Merchant City. The venue was built in 1873 and it laid empty for 20 years until it was redeveloped by Wasps Studios which is a social enterprise that supports arts organisations. The buffet is provided by Social Bite. There will be opportunity to hear from local Big Issue vendors past and present.

#### - Thursday 14th August: Street papers: 20 years of Innovation at Mitchell Theatre Glasgow

- A buffet will be served before the evening's 'INSPIring Social Innovation' event.

#### -Friday 15th August: INSP's 20th Anniversary: A celebration of street papers

- Delegates will have the opportunity to celebrate INSP's 20th anniversary at a Gala Dinner and ceilidh (traditional Scottish dance) in the ballroom of the Crowne Plaza Hotel. We will recognise inspiring stories and celebrate the future of the network.

## **(7) Other useful information**

### **Emergency and Medical Services**

Dial 999 in case of emergency to contact Police, Ambulance or Fire Brigade. Please only use this number for life-threatening or time-critical emergencies.

You should call 101 to report crime and other concerns that do not require an emergency response.

Additionally, you can call the UK's National Health Service (NHS) 24 hour service, which will give you details of all pharmacies, GP practices and dental practices in Scotland. They can also provide information about illnesses and conditions and treatments.

NHS 24 telephone number: +44 (0) 8454 24 24 24

The nearest hospital to the Crowe Plaza Hotel is:

### **Western Infirmary**

Address: Dumbarton Road, Glasgow G11 6NT

Telephone: +44 (0) 141 211 2000

EU citizens are entitled to free or reduced cost medical treatment at National Health Service hospitals. With the exception of accident and emergency treatment, all non-EU members will be charged for medical treatment and must have adequate health insurance when travelling.

*NOTE: INSP encourages all delegates to purchase travel insurance in advance of travel.*

### **ATMs/Banks**

There is an ATM service available in the hotel. The ATM machine is located beside the hotel reception and costs £1.75 to use. Alternatively, guests can go to the SECC which is next to the hotel, to use its ATM for free. The nearest banks are in the west end area of Glasgow on Byres Road or in Glasgow's city centre.

### **Public transport**

A train operates between Exhibition Centre (0.41 miles/0.67 km from the Crowne Plaza Hotel) and Glasgow Central. The journey takes 3min and costs £1.60 (single) / £1.90 (return) / £1.60 (off peak return: valid if your journey starts after 9am and on weekends).

The other main railway station in Glasgow, Queens Street Station, has no connection to exhibition centre.

There are also several bus services available. Information on public transport is available from Traveline Scotland ([www.travelinescotland.com](http://www.travelinescotland.com)), smartphone apps are available).

*Please note: The buses are unable to give change. Please make sure you have the correct money before taking the bus.*

The city centre can also be reached by foot. It is approximately a half an hour walk along the river Clyde.

Shops and other amenities are also found in the Westend. Many of these are located on Argyle Street, which is a short walk from the hotel.

**Telephone:** The UK country code is 44, while Glasgow landlines start with a 141 area code, followed by a 7 digit number. To call abroad, dial 00 before the area code.



**Weather:** August is summer in Glasgow. However, it is still Scotland and the weather can be unpredictable! The weather should be mild with an average maximum temperature of 20°C (67.5°F) and an average minimum temperature of 12°C (53°F) with a chance of showers. We recommend that all delegates bring a jacket and an umbrella with them.

**Postage:** Delegates can post letters from the hotel at the reception. Please make sure that you have attached a stamp before doing this. You can buy stamps at the hotel gift shop or the local post office:

Post office address: 1195 Argyle Street, Glasgow.

**Tourism, night life, bars:** Glasgow has a rich night life culture, with numerous clubs and bars open until 03.00 AM. Sauchiehall Street (20 minutes walking distance from the hotel), and Merchant City are some of the most popular areas for night life, offering not only a wide range of clubs and bars but also a wide variety of restaurants.

## (8) Tourist Information

**Glasgow:** Glasgow is one of the liveliest and most cosmopolitan destinations in Europe. The city has been reborn as a centre of style and vitality set against a backdrop of outstanding Victorian architecture. Glasgow boasts world famous art collections, the best shopping in the United Kingdom outside London, and the most vibrant and exciting nightlife in Scotland. For more information, please go to: [www.visitscotland.com](http://www.visitscotland.com) and <http://peoplemakeglasgow.com>

Glasgow is famous for live music. Some of the UK's top bands have come from Glasgow. To plan ahead and book tickets for the latest concerts, shows and gigs, visit: <http://www.list.co.uk/events/> or <http://www.theskinny.co.uk/>

Glasgow itself offers a wide range of attractions, such as:

### **Kelvingrove Art Gallery and Museum:**

The Kelvingrove Art Gallery and Museum is 1.3 miles away from Crowne Plaza Hotel (approximately 30 minutes by foot). The museum has 22 themed, state-of-the-art galleries displaying an astonishing 8,000 objects. The collections are extensive, wide-ranging and internationally-significant. Kelvingrove Art Gallery and Museum opening times are: Monday-Thursday and Saturday 10.00-17.00 and Friday and Sunday 11.00-17.00. For more information, please visit: <http://www.glasgowlife.org.uk/museums/kelvingrove/Pages/default.aspx>



### **Riverside Museum**

The Riverside Museum is a magnificent new landmark in Glasgow. Home to over 3,000 objects detailing Glasgow's transport history, it illuminates Glasgow's past as a maritime city as well as it outlines the daily lives of Glaswegians in early to mid 20th century. It is only 20min from the Crowne Plaza Hotel and free of charge. Opening hours are Monday-Thursday and Saturday 10.00-17.00 and Friday and Sunday 11.00-17.00. Please visit <http://www.glasgowlife.org.uk/museums/riverside/about/Pages/default.aspx> for more information.



### **Glasgow City Sightseeing:**

City Sightseeing bus tours are the perfect way to see and learn more about Glasgow. A City Tour leaflet and discount voucher will be found in your conference pack.

For more information, please visit: <http://citysightseeingglasgow.co.uk/>.

## **SCOTLAND**

For general tourist information please visit: <http://www.visitscotland.com/>

While in Scotland, home to INSP's global headquarters, why not take advantage and extend your stay after the conference to experience some of the incredible things that our magnificent country has to offer? Scotland is famous for its medieval castles, its tartan, kilts and bagpipes and its beautiful scenery, including the highlands, islands and lochs.

### **Edinburgh**



Edinburgh is the capital city of Scotland and is only 46 miles (74 km) from Glasgow. To get to Edinburgh from Glasgow is easy. It is just 45 minutes by train and 60-80 minutes by bus. Both trains and buses run regularly from Glasgow city centre. The main tourist attractions in Edinburgh include Edinburgh Castle (pictured left), The National Gallery of Scotland, The Royal Museum and Museum of Scotland, Carlton Hill, Royal Botanic Gardens, The Scottish National Gallery of Modern Art and Edinburgh Zoo. For more information, please visit: <http://www.edinburgh.org/>.

Edinburgh hosts a number of festivals in August, most notable the Edinburgh International Festival ([www.eif.co.uk](http://www.eif.co.uk)) and Edinburgh Festival Fringe (<https://www.edfringe.com>). For information on all festivals, visit <http://www.edinburghfestivals.co.uk/>.

### **Isle of Arran**



The Isle of Arran is one of the most southerly Scottish islands and sits in the Firth of Clyde between Ayrshire and Kintyre. It is 33 miles (53 km) from Glasgow. There are regular train services from Glasgow to Ardrossan Harbour, where you can take a ferry to Arran. Arran, with its beaches and hills, is a beautiful place to spend a few days. There is a wide variety of things to do, including many outdoor activities, such as hill walking, fishing, boat trips, paragliding, water skiing, quad biking and cycling. For more information, please visit: <http://www.visitarran.com>

### **Loch Lomond**



Loch Lomond is the largest lake in Great Britain. It is located on the Highland Boundary Fault, the boundary between the lowlands of Central Scotland and the Highlands. It is 52 miles (83km) away from Glasgow. You can travel from Glasgow to Loch Lomond (Balloch) by train and the journey takes only 45 minutes. There are also regular buses. Loch Lomond offers a wide range of outdoor activities and water sports, including hill walking, nature trails, golfing, sailing, fishing, shooting and cycling. For more information, please visit: <http://www.loch-lomond.net/>

### **Isle of Skye**



Skye is the largest and most northerly island in the Inner Hebrides of Scotland and is about 100 miles (162 km) from Glasgow. Skye is renowned for its natural beauty, history and wildlife. The Cuillin Hills, the Red Hills and Blaven have long been favourites among climbers and walkers. Skye also has many beautiful beaches and stunning waterfalls (Lealt falls, Kilt Rock). For more information, please visit: <http://www.skye.co.uk/>



### **Aviemore**

Aviemore is situated in the centre of The Cairngorms National Park, in the Highlands of Scotland and is 106 miles (170 km) from Glasgow. Aviemore with its unique surrounding villages, forms an excellent base for the country lover or sportsman alike, in all seasons. Cross-country routes are well marked, which give great opportunity for walkers, hikers, horse riders, mountain bikers, geologists and naturalists to get closer to nature. For more information, please visit:

<http://www.visitaviemore.co.uk>



### **Loch Ness**

Loch Ness is one of Scotland's most popular tourist destinations with people coming from far and wide to try to spot the Loch's mythical monster—Nessie. Aside from spotting Nessie, the area surrounding Loch Ness is full of historic gems from the majestic Urquhart Castle to the Caledonian Canal, a wonder of the industrial age that is still very much in use today. For more information, please visit: <http://www.visitlochness.com/things-to-do/>



### **Stirling**

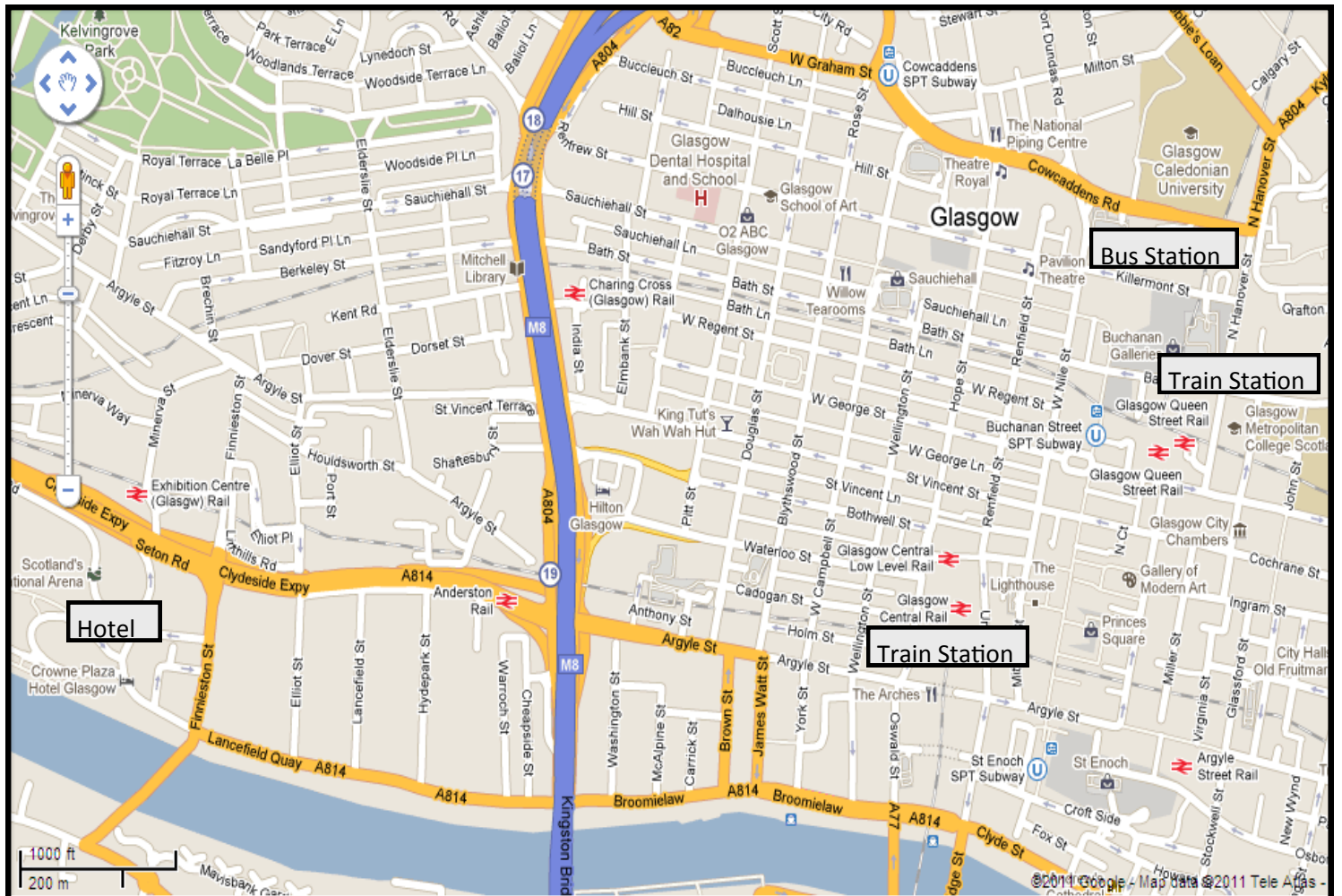
Stirling is located in the centre of Scotland, where Highland mountains and lochs meet Lowland cities. It is only 26 miles (42 km) away from Glasgow, which makes it a great day trip by train or bus. There are regular train and bus services from Glasgow to Stirling. The main tourist attractions include: Stirling Castle (pictured left), Bannockburn, the Wallace Monument and the Church of the Holy Rude – all icons of Scotland's royal and often tempestuous past. For more information, please visit: <http://www.visitstirling.org/>

For more tourist information, please go to:  
[www.visitscotland.com](http://www.visitscotland.com) and <http://peoplemakeglasgow.com>

\*\*\*\*\*

# Glasgow

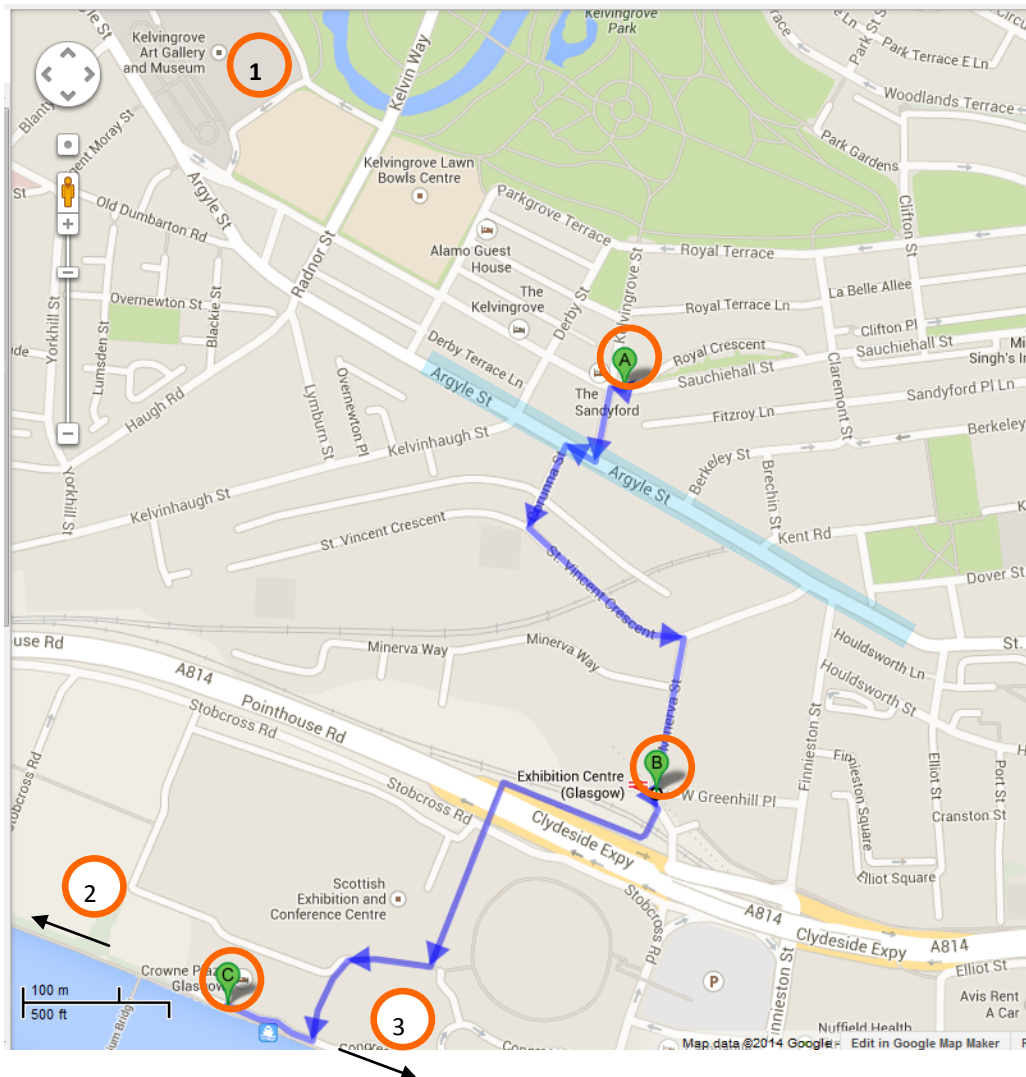
## Map of the City Centre





# Glasgow

## Surroundings of Crowne Plaza Hotel



### Arrival

- A 747 bus stop (arriving from Glasgow Airport)
- B Exhibition Centre Station (arrival from Glasgow Central)
- C Crowne Plaza Hotel

### During your stay

- 1 Kelvingrove Art Gallery and Museum
- 2 to Riverside Museum
- 3 to the city centre

Argyle St. Local area for shops, bars, cafés, post office etc.

# Glasgow

## Surroundings of Crowne Plaza Hotel and transport links

