

Date

Tuesday 14th July 2009

Title of session

Summary of Conference Actions & Resolutions

Name of presenter/chair

Vanessa Lawrence CB, Director General and Chief Executive Ordnance Survey -
Conference Chair

Name of rapporteurs

Karen McGrath

Vanessa gave a review of the past few days:

We have enjoyed spectacular presentations and plenary speakers as well as the opportunity to share ideas. Vanessa's hope was that some firm friendships had been made and that efforts would be made to keep in touch with each other, continue to discussions and share ideas – no excuses given the technology we now have, Skype and email make it very easy!

Support from sponsors this year had been very strong; this ensured that we were able to use the money to support delegates to attend CC: The Exchange, without this support some delegates wouldn't have been able to be present – so grateful thanks to our Conference Sponsors:

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Vanessa also extended thanks to the exhibitors many of whom attended the enjoyable social events in and around the historic City of Winchester.

Vanessa went through the Key Issues which came out of the two days:

- The need to get public support for the actions that leaders and politicians make on their behalf is vital. In working with our leaders and politicians we must ensure we use language that they understand.
- Governments need to support NMCAs to allow them to play an active role in environmental management and the fight against climate change. We want to make sure we are an integral part of the structures of our nations; why don't we tell them how we can be relevant rather than hoping against great expectation that they know we are relevant.
- Business processes can be adapted rapidly in turbulent times. Many speakers addressed this – people's expectations are changing so we have to change too.
- There is a need for NMCAs to be more customer focussed than ever before, if not we may possibly cease to be relevant.
- There is a drive for greater access to data online which poses challenges for us all – how to achieve this successfully it's about how to meet the need addressing pressures on price and investment.
- Despite differences in NMCA business models, the value of sharing experiences in these turbulent times is crucial. One of the joys of this event is understanding that we are all different but what we have seen is that in sharing our experiences we still learn from each other.

Vanessa ended CC: The Exchange 2009 by thanking the delegates for their attendance and contributions; the speakers; session chairs and facilitators; sponsors; exhibitors and the Ordnance Survey Conference Team. Vanessa reminded the audience that the next CC: The Exchange in two years time will be in Ordnance Survey's new building which is scheduled to open in 2010.