

FREE EVENT*

**The Yorkshire and District and Northern
Counties Associations present**

Cost of Living Crisis

Thursday 26th January 2023
Full day event - 9.45am registration

Leeds Civic Centre - LS1 1UR

***FREE (including lunch and all
refreshments throughout the day) for all
Local Authority staff**

Commercial organisations are welcome, there will be a small attendance delegate fee.

Contact the Yorkshire & District Exec Secretary
Darren.Kelke@ascendantsol.co.uk

See the full agenda on the next page.

Ascendant Solutions are proud to be the headline sponsors of the Cost of Living Crisis

IRRV Joint Event

Thursday 26th January 2023



Yorkshire &
District together with
Northern Counties



Agenda

9.45 - Registration, reception and coffee

10.15 - **Alan Fane** - Welcome and opening address

10.30 - **David Magor OBE IRRV Past President** - 'The Cost of Living Crises - Challenging the Status Quo'

11.00 - **Helen White** (Assistant Director, Sales & Marketing at Newlyn plc) - 'Covid Realities/Changing Realities - a research project on life on a low income during COVID-19 and beyond'

11.15 - **Bob Winnington** (Chief Executive Officer at Money Advice Liaison Group) - 'Working together to improve the lives of people in debt: Why collaboration is key in times of crisis'

11.45 - Coffee break

12.00 - **Helen Addis** (Bristow & Sutor Group Social Responsibility and Customer Welfare Manager) - 'Enforcement during the Cost-of-Living Crisis'

12.15 - **Lucie White** (Operational Finance Manager - Corporate Debt) - 'Corporate Debt Financial Vulnerability'

12.45 - **Sarah Naylor** (Sales Director at Dukes Bailiffs Limited & Vice President of Civil Enforcement Association) - 'Balancing Collections with Customer Care'

1.00 - Lunch

1.45 - **Richard Hanby IRRV** (Technical Director for Ascendant Solutions) - 'Data for Good - Unlocking third party data sources to support residents most in need'

2.00 - **Mark Fearn** (Program Lead at Walsall Council) - 'Revenue Collection - How profiling and knowing your customers can help?'

2.30 - **Tracy Stone** (Welfare Director at Reventus Enforcement Agents) - 'The Launch of Welfare Together'

2.45 - **Kirsty Brooksmith** (LB Hammersmith and Fulham) - 'Ethical Debt Collection - the H & F Experience'

3.15 - Coffee break

3.30 - **Sean Sutton** (Head of Local Government - Voicescape) - 'A State of Emergency in Collections - Turning the Current Cost of Living Crises into an Opportunity'

3.45 - **Carole Kenney** (Immediate Past President Civil Enforcement Association & Director, Welfare & Customer Care at CDER Group)

4.15 - Panel

4.35 - **Ian Ferguson** - Closing comments

Ascendant Solutions Virtual Race - Be in attendance to win a prize!

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Yorkshire & District Exec Sponsors



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