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|  Yorkshire & District Association Vulnerability SeminarOur President Samantha Smith would like to inform you that we have an event not to be missed on the 27th NovemberVenue: **Country Living St George Hotel, 1 Ripon Road, Harrogate, HG1 2SY** – Registration 9:30am 3:30pm Finish  **Lunch and refreshments will be provided**Treating Customers with Respect and Dignity by using Data Analytics for Decision Making and a Better Treatment Route **Confirmed Speakers:**David Magor OBE – IRRV Chief Executive Joseph Surtees - Head of Debt Function Policy, Government Debt Management Function, Fraud, Error, Debt, and Grants - Cabinet Office Joseph Surtees is Head of Policy of the Cabinet Office's Debt Function, which sets the strategic direction for government debt management, promoting and sharing best practice and common processes. In this role he oversees the government fairness in debt collection agenda, working closely with partners across sectors.Joseph joined the Cabinet Office from the Money and Pensions Service, where he helped design the organisations policy promoting financial resilience among working age adults. Previously he was at StepChange, the debt advice charity, running campaigns on the use of cold calling, low-income saving and debt enforcementJonathan Shaw - Creditor Relationship Manager - Christians Against Poverty - As part of CAP's External Affairs team I manage our relationships within the Enforcement industry and assist in resolving any operational issues that may arise. As an organisation we've striving to reach more indebted households across the UK, to bring those in isolation into community, and to give people hope of a better future, free from debt. Mark Fearn IRRV (Hons) - Project Lead / Interim Head of Service, Resources and Transformation - Walsall Council - Mark as 34 years’ experience in Revenues with both single and two tier local authorities. He currently is the Revenue and Benefits Manager at Walsall Council. Mark as twice previously been President of the East Midlands Association of the IRRV and is a member of the Institute’s Local Taxation and Revenue Faculty BoardDarren Kelk MCICM IRRV – Managing Director – Ascendant Solutions Limited - Has over 23 years’ experience in the enforcement and debt collection sector working on behalf of agencies in specialist areas. High volume low value consumer debt, commercial debt, tracing, building data platforms, debt purchase, field operations, local and central government and out sourcing.Edd Moore - Social Value Manager - Capita Enforcement | Specialist Services - Edd is the first Social Value Manager to be recruited within the enforcement industry. With several years of experience delivering projects into communities, and working with vulnerable customers within enforcement, Edd is well placed to talk about how to use technology to help identify and protect vulnerable customers. Edd is a regular contributor towards Insights magazine, and hosts webinars on the subjects of Social Value and Vulnerability.Sarah Naylor – Marketing Manager - Dukes BailiffsPaul Bowden – Partner - Wilkin Chapman LLPIE HUB – CEO – Sarah Lambert - Previously CEO of a Debt Purchase business Sarah has worked in the collection industry for over 20 years. She currently works in the FinTech sector, using technology to identify and assist vulnerable customers allowing them to build a budget and share their affordability situation with multiple industries. Sarah has always been passionate about ensuring customers are at the heart of an organisation and its people, delivering 1st class service to consumers when they are facing financial and mental health pressures in their livesDr Phil Smith – DWP – Phil’s background is from 15 years cross government experience in ensuring high quality analysis drives policy and operational decision making processes. Currently accountable for a suite of products managed by the Risk and Intelligence service to promote increased performance and efficiency within DWP and Other Government Departments’ Debt operations.This includes forecasting debt and debtor stock, recoveries and resource, providing analytical insight into processes and customer movements and supporting the delivery of improved digital products to achieve this.Any questions, booking form (at the end of this flyer) or further information required please contact Darren – see details below

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| **Secretary**Darren Kelk MCICM, IRRV | Phone: 07834 552 186E-mail: darren.kelk@ascendantsol.co.ukwww.ascendantsol.co.uk |

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IRRV Yorkshire & District Association

Vulnerability Seminar 27th November 2019

Please reserve me \_\_\_\_\_\_\_ tickets for IRRV Members £100.00, Students £20.00 and for non-members and Commercial Companies £135.00 (per person): **Discounts** BUY 3 and get the 4th FREE for members and commercial/non-members -

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|  | **Dietary requirements** **(please specify)** | **Indicate if** |
| **Please provide first name, surname, email address & Authority or Organisation** | **Non-member/company Please** |
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| **Email address for receipt**  |  |

Continue on a separate sheet if necessary giving full details.

Remittances should be made payable to:

IRRV Yorkshire & District Association

HSBC - Sort Code 40-13-30 - Account Number 91170333

Please forward the completed form and payment to (if paying by cheque):

Claire Cracknell IRRV Hons - claire.cracknell@harrogate.gov.uk

Harrogate Civic Centre, Harrogate, HG1 2AE

Please copy darren.kelk@ascendantsol.co.uk into all emails

Programme

9:30 Coffee and Registration

9:45 Welcome by Samantha Smith Yorkshire & District IRRV Association President

9:50 David Magor – Chief Executive IRRV –

10:25 **The government's ongoing work on ensuring fairness in debt collection, its relationship with the debt collection and debt advice sectors and plans for the future**

Joseph Surtess - Head of Debt Function Policy, Government Debt Management Function, Fraud, Error, Debt, and Grants - Cabinet Office –

10:50 Sarah Lambert – CEO - IE HUB

11:10 Tea & Coffee

11:30 Paul Bowden – Partner – Wilkin Chapman LLP

11:50 Lunch

13:15 **VAW (Vulnerability Assessment in Walsall) as opposed to VAR - Proactive as opposed to Reactive**

Mark Fearn IRRV (Hons) - Project Lead / Interim Head of Service, Resources and Transformation - Walsall Council

Darren Kelk MCICM IRRV – Managing Director – Ascendant Solutions Limited

Laura Naylor – Marketing Manager - Dukes Bailiffs

13:50 **Revealing the breadth and depth of vulnerability and the overwhelming nature of multiple complex needs** Jonathan Shaw - Creditor Relationship Manager - Christians Against Poverty –

14:10 **Pilot of Advisor Capacity and Efficiency (PACE)**

Gary Kernaghan - Head of Money & Debt Operations- Money and Pensions Service

14:35 Tea & Coffee

14:45 Edd Moore - Social Value Manager - Capita Enforcement –

13:10 **Rethinking vulnerability data – reflections on private/public sector needs and progress**

Dr Phil Smith - DWP –

15:30 Closing Address – Samantha Smith

15:30 End of Seminar